



FOR THE YEAR ENDED DECEMBER 31, 2016

2016 ANNUAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

WWW.SURREY.CA



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This report features highlights from Surrey's 2016 Annual Report. For the detailed 2016 Annual Report that meets legislated requirements, please visit www.surrey.ca (Home > City Government > City Departments > Finance & Technology > Financial Documents). Hard copies are available upon request.

The 2016 Annual 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, 2015

Jeffrey R. Egan
Executive Director/CEO

**AWARD FOR OUTSTANDING ACHIEVEMENT IN
POPULAR ANNUAL FINANCIAL REPORTING**

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to City of Surrey for its Popular Annual Financial Report for the fiscal year ended December 31, 2015. The Award for Outstanding Achievement in Popular Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



MESSAGE FROM THE MAYOR

On behalf of Surrey City Council, it is my distinct pleasure to present the 2016 Annual Report Highlights for the City of Surrey.

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

With a population of over 500,000 residents that come from a wide array of diverse backgrounds, Surrey is British Columbia's second largest metropolitan centre. Our city's population growth has been strategically accompanied by crucial infrastructure investments stemming from our City Centre and spreading outwards through calculated city planning.

In addition, the City of Surrey is taking progressive steps to ensure sustainable growth and intensification through an expanded transit system. This system will play a critical role in connecting our Town Centres with the City Centre through Light Rail Transit.

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

With the tireless efforts and support of our citizens, businesses, community leaders and administration, Surrey is destined for a successful future. City Council takes enormous pride in our concrete financial position and remains committed to preserving healthy capital, while laying the foundation for a progressive and sustainable city.

Sincerely,

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

Linda Hepner
Mayor

CITY COUNCIL

BACK

Mary Martin
Tom Gill
Mike Starchuk
Judy Villeneuve

FRONT

Bruce Hayne
Vera LeFranc
Mayor Linda Hepner
Barbara Steele
Dave Woods



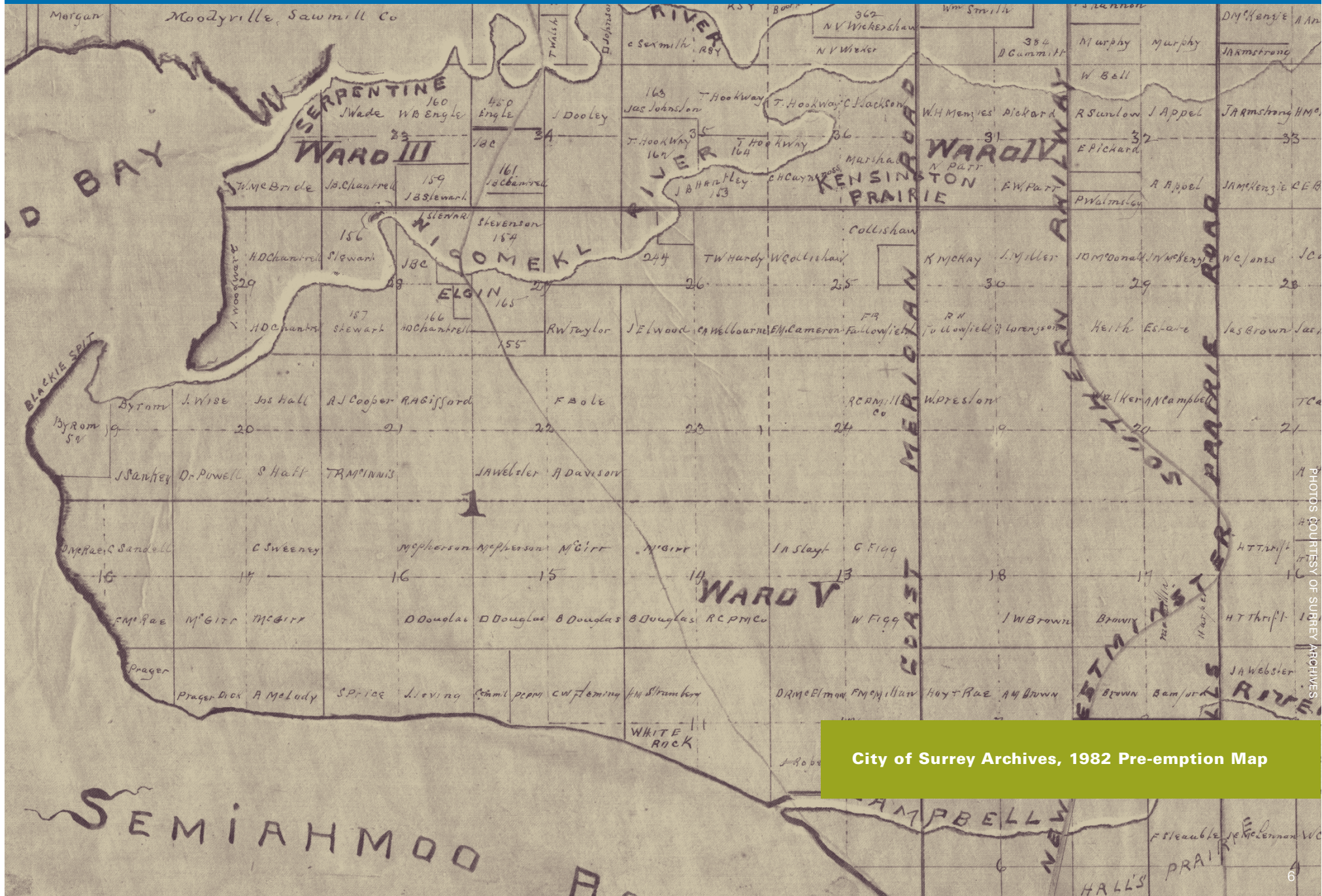
CITY COUNCIL & SURREY OFFICERS

Surrey Officers

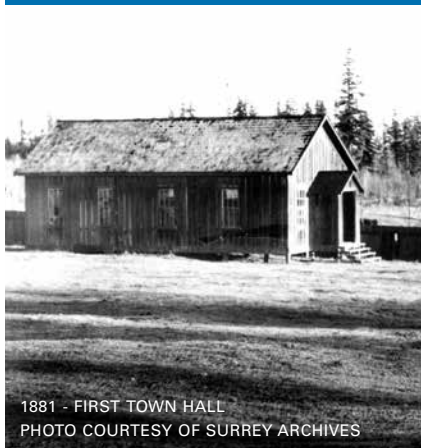
City Manager	V. Lalonde	General Manager, Investment & Intergovernmental Relations Department	D. Jones
Chief Librarian, Director of Library Services	S. Bhogal	General Manager, Human Resources Department	N. Webb
City Solicitor	C. MacFarlane	General Manager, Parks, Recreation & Culture Department	L. Cavan
Fire Chief	Chief L. Garis	General Manager, Planning & Development Department	J. Lamontagne
General Manager, Engineering Department	F. Smith	Officer in Charge, Surrey RCMP Detachment	Chief Supt D. McDonald
General Manager, Finance & Technology Department	V. Wilke		

Auditors - KPMG LLP

Bankers - Royal Bank of Canada



City of Surrey Archives, 1982 Pre-emption Map



1881 - FIRST TOWN HALL
PHOTO COURTESY OF SURREY ARCHIVES



2014 - NEW CITY HALL

- | | | | |
|------|--|------|---|
| 1855 | Gold discovered | 2008 | Surrey awarded the Cultural Capital of Canada designation from the Department of Canadian Heritage |
| 1860 | Hand logging started along Fraser River | 2009 | Surrey adopted a new corporate image with a new logo and the tagline "the future lives here" and the Surrey Sustainability Charter was published |
| 1879 | Surrey incorporated as a district municipality consisting of 35 property owners | 2010 | Surrey served as an official venue for the 2010 Winter Olympics and hosted a celebration site situated at Holland Park |
| 1881 | First Town Hall built at Surrey Centre | 2011 | First major Canadian city to host an electric vehicle charging station at City Hall and City Centre Library had its grand opening |
| 1904 | Fraser Bridge opened | 2012 | Surrey implemented the Rethink Waste Collection Program, achieving 35% waste diversion in less than 2 months |
| 1909 | Surrey's first Chief Constable appointed | 2013 | City of Surrey Mayor and Council approved a "Community Climate Action Strategy" and Surrey's population surpassed 500,000 |
| 1929 | Surrey Leader newspaper first published | 2014 | The new Surrey City Hall officially opened its doors and Dianne Watts finished her third term as Mayor and was succeeded by Councillor Linda Hepner, who was elected Mayor in November 2014 |
| 1937 | Pattullo Bridge opened | 2015 | Commercial operation of 'Surrey City Energy': the City's district energy utility. |
| 1940 | King George Highway officially opened | 2016 | Surrey named one of the Top 7 Intelligent Communities of 2016 by New York based think tank, Intelligent Community Forum for the second consecutive year. |
| 1948 | Surrey Parks Commission established | | |
| 1960 | Port Mann Bridge opened | | |
| 1962 | New Municipal Hall constructed at Highway 10 and 142nd Street | | |
| 1971 | Surrey's population reaches 96,000 | | |
| 1988 | Sunnyside Acres and Green Timbers dedicated as urban forests | | |
| 1993 | Surrey celebrated becoming a City and SkyTrain link opens | | |
| 1996 | Surrey's population surpassed 300,000 | | |
| 2001 | Surrey became the 11th largest city in Canada and Surrey RCMP celebrated 50 years of service to the City | | |
| 2005 | Surrey citizens elected its first female Mayor and its first Indo-Canadian Councillor | | |

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 526,280 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).

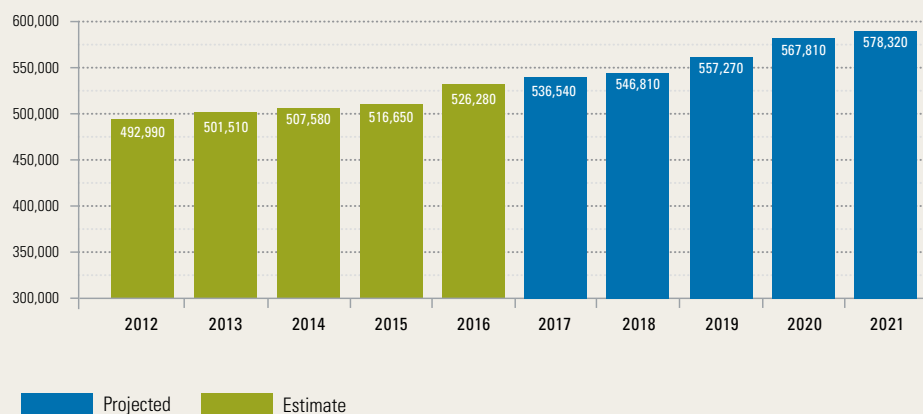
Average and Median Income in Surrey's Communities by Economic Families

Source: City of Surrey Planning & Development based on 2010 survey data



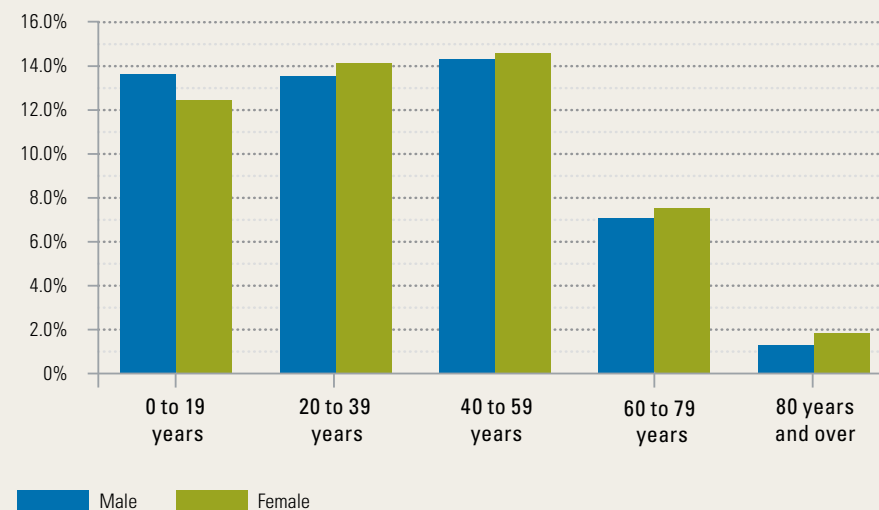
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



Demographics by Age and Gender

Source: Statistics Canada 2012. Census Profile. 2011 Census.

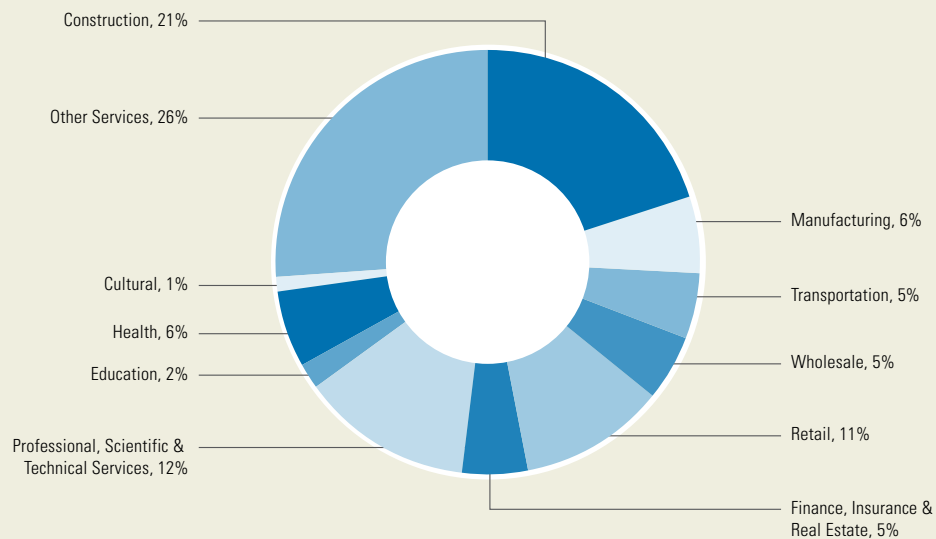


Surrey City Council's "open for business" attitude is attracting international attention. Over 16,800 businesses are based in Surrey, and approximately 2,200 new business licenses were issued in 2016. Investors are taking advantage of Surrey's diverse economy, skilled labour force and excellent regional and international distribution links.

The chart below breaks down Surrey businesses by sector. The largest employers in Surrey are listed in the graph below:

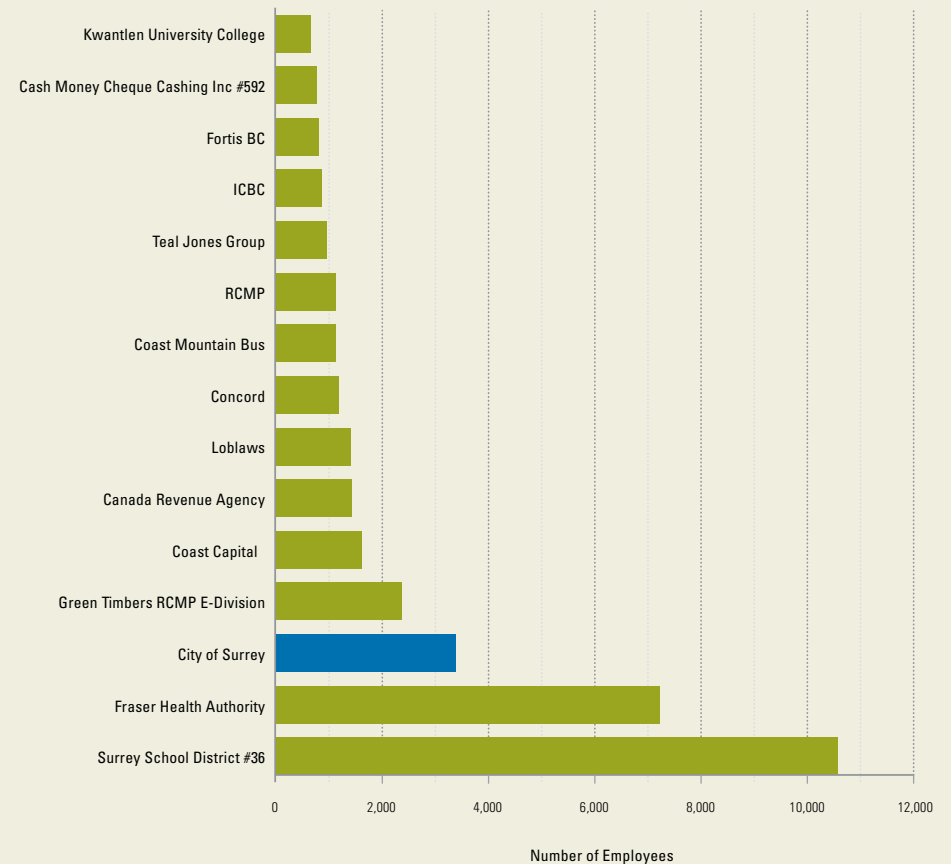
Business Distribution in Surrey by Sector

Source: City of Surrey Economic Development Division



Largest Employers in Surrey

Source: City of Surrey Economic Development Division

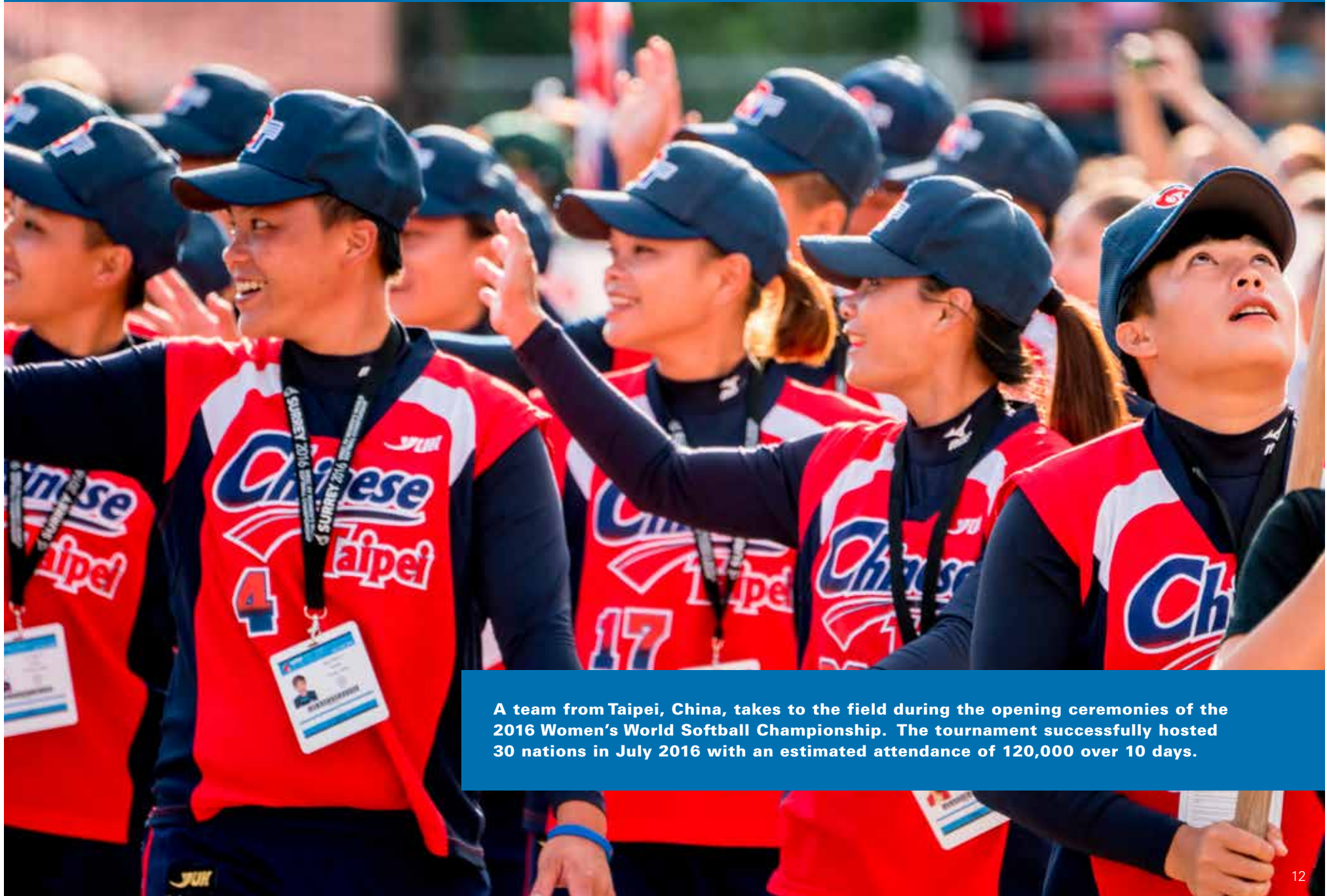




Grandview Heights Aquatic Centre officially opened its doors in June 2016 featuring an Olympic-sized swimming pool and the capacity to host competitive swimming events.

The City of Surrey continues to be recognized for its excellence and innovation; honoured in 2016 with the following awards:

DEPARTMENT	AWARDS
FINANCE & TECHNOLOGY	Top 7 Intelligent Communities of the Year from Intelligent Communities Forum (ICF) 2016
	Government Finance Officers Association Distinguished Budget Award 2016
	Government Finance Officers Association, Canadian Award for Financial Reporting, 1996-2015
	Government Finance Officers Association, Popular Annual Financial Reporting Award 2016
INVESTMENT & INTERGOVERNMENTAL RELATIONS	Union Of BC Municipalities, BC Agriculture Council, Ministry of Agriculture award for Leadership and Innovation in Agriculture, UFV Biopod Partnership
	Public Sector Leadership Awards, Deloitte, Finalist, Biopod Initiative
LIBRARIES	Merit Award - Advocacy or Marketing, BC Libraries Association
	Strategic Partner of the Year Awards, Self Employment and Entrepreneur Development Society (SEEDS)
PARKS RECREATION & CULTURE	
<i>Guildford Aquatic Centre</i>	Lieutenant Governor's Award in Architecture from AIBC – Medal – Bing Thom Architects and SHAPE Architects
	Fraser Valley Commercial Building Award of Excellence in the Community Recreational Category
<i>Grandview Heights Aquatic Centre</i>	Lieutenant Governor's Award in Architecture – Merit
	World Architecture Festival, World's Top Completed Sport Building
	Institution of Structural Engineers, World's Top Structural Engineering Project
	Association of Consulting Engineering Companies of Canada, Schreyer Award
HUMAN RESOURCES	Association of Consulting Engineering Companies of British Columbia, Lieutenant Governor Award for Engineering Excellence
	Awarded 2016 Canada's Top Employer for Young People
ENGINEERING	Recognized as a Metro Vancouver Dream Employer
	Public Works Association of British Columbia Award for best Community Celebration for Public Works Week
PLANNING & DEVELOPMENT	Architectural Institute of BC (AIBC) Innovation Award, Operations Centre
<i>Sustainability</i>	ISO 37120 Platinum Certification from World Council on City Data
	Honourable Mention: Climate and Energy Action awards, UBCM, for Surrey's Empower Me Program
FIRE SERVICES	Canadian Collaborating Centre Injury Prevention, 2016 Award for Collaborative Excellence, Submission: BC Working Smoke Alarm Campaign
	Canadian Association of Municipal Administrators (CAMA), 2016 Professional Development Award (for municipalities with a population over 100,000), Submission: The Right Decision: Evidence Based Decision Making for Government Professionals"
SURREY RCMP	Surrey RCMP, 170 Officer In Charge Awards, Commendations or Certificates of Appreciation
	Governor General's Caring Canadian Award, Sovereign Medal for Volunteers, received by auxillary constable
	Surrey Board of Trade, Police Officer of the Year, 7 Awards to Surrey RCMP members



A team from Taipei, China, takes to the field during the opening ceremonies of the 2016 Women's World Softball Championship. The tournament successfully hosted 30 nations in July 2016 with an estimated attendance of 120,000 over 10 days.



A population of over 525,000, Surrey is projected to welcome an average of 10,000 residents each year over the next two decades. Staff will continue to work efficiently and effectively in delivering high quality services, continue to pursue new revenue opportunities and implement innovative ideas and solutions that will position the City for continued success.

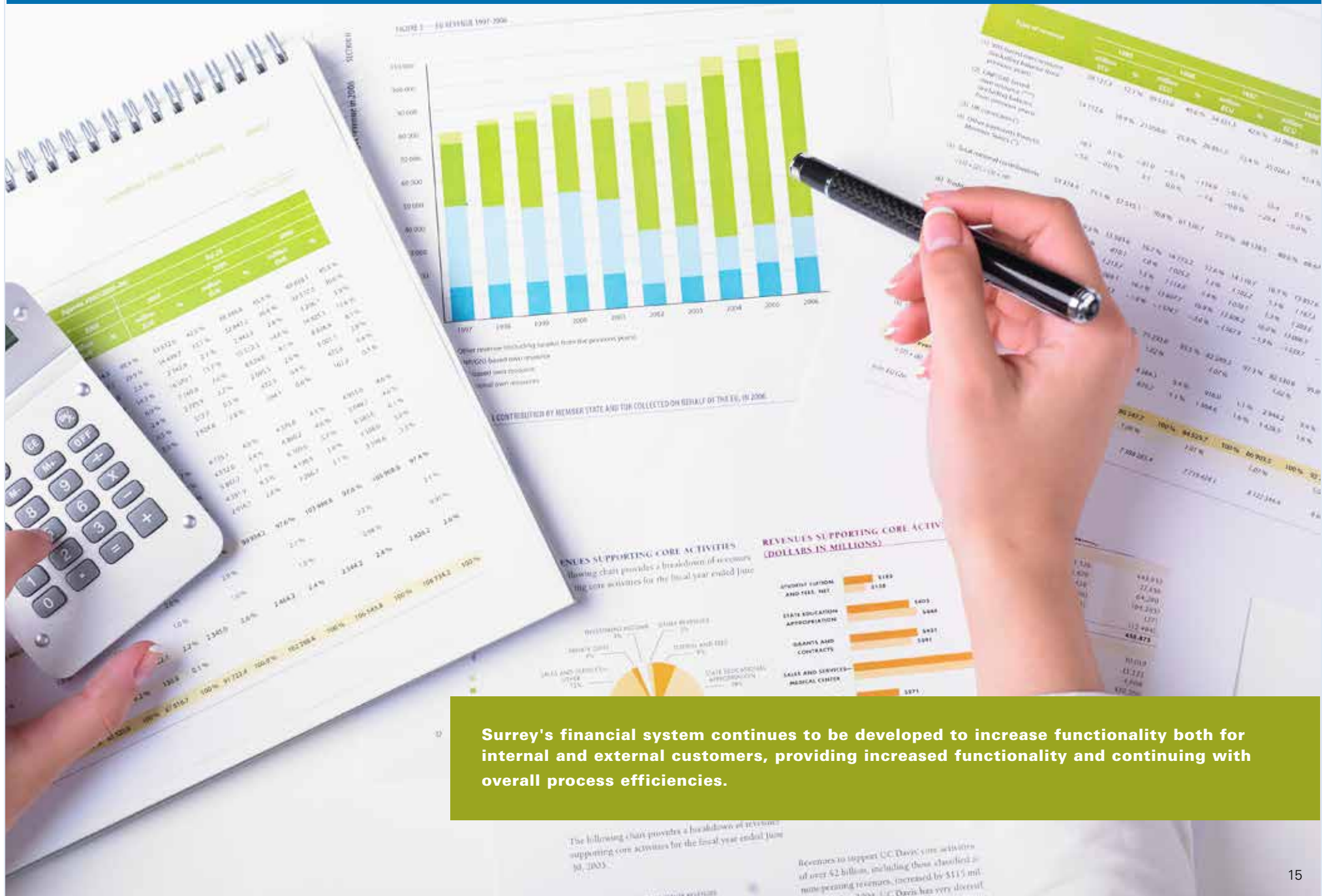
Some notable achievements of the City of Surrey during 2016 were:

- Launched the City Centre Response Plan to ensure integrated responses for our most vulnerable City Centre residents. This three-phased plan provides support from RCMP, Bylaws, health care and social service agencies. The new Surrey Outreach Team is in place in the 135A Street area to address issues related to homelessness, mental health issues, and Fentanyl use.
- Launched the Freedom of Information (FOI) Portal to provide easier access for the public, and enhance internal handling and processing efficiency. The portal tracks both formal FOI and routine information requests.
- Implemented the Community Patrol Program in Newton, where Community Patrol Officers work alongside Surrey RCMP, Surrey Crime Prevention Society, and the Newton Business Improvement Association (BIA) Commissionaires to address crime and nuisance activity.
- Established the Impact Investment Committee within the Surrey Homelessness & Housing Society to facilitate structured equity and financing of affordable rental housing in partnership with the City and existing non-profit operators.
- Acquired a property in Guildford for the purpose of a Guildford Shelter in support of homelessness.
- With Translink, obtained Phase 1 funding for the KGB/104 Avenue LRT line and submitted business case to the Federal Government for full funding of the project.

- Launched Project IRIS, an online database where residents and businesses can register the location of their security cameras. City staff manage the database to assist Surrey RCMP to more quickly identify potential camera resources should an incident occur.
- Connected over one million square feet of new development to the City Centre district energy system.
- Constructed \$40 million in transportation improvements, including road widening and rehabilitation, traffic calming and safety measures, cycling and pedestrian mobility improvements.
- For the second consecutive year, Surrey was named one of the Top 7 Intelligent Communities in the world by the New York based think tank Intelligent Community Forum. Surrey was selected from over 400 City applicants worldwide.
- Launched MySurrey Portal which allows customers quick, convenient and secure access to popular Surrey online services anytime, anywhere and from any device. MySurrey portal currently comprises more than two dozen services. More services will be added as they become available with single sign-on capability.
- Developed and received Council endorsement for the Smart Surrey Broadband Strategy to serve as a road map for equipping the City to meet its current and future broadband (high-speed internet connection) needs.
- With the help of a sustained focus on Homesafe fire prevention initiatives, there has been a marked reduction in both the residential fire rate per 1,000 dwellings (49% reduction), and the fire related death and injuries in residential properties (88% reduction) over the last decade.
- Successfully concluded the first cohort of the Emerging Leaders Program, a model in leadership development.
- Worked in partnership with Simon Fraser University (SFU) to formally incorporate Innovation Boulevard as an equal partnership between the City and SFU, including joint commitment of close to \$1M of funding over three years.
- Opened Grandview Heights Aquatic Centre, a 94,180 square feet facility featuring a 10-lane 50-metre Olympic size main pool, leisure and lifestyle pool, as well as the capacity to host competitive swimming events. The Centre received five awards for its design and construction.
- The 2016 Women's World Softball Championship successfully hosted 30 nations in July 2016 with an estimated attendance of 120,000 over 10 days.
- Released an updated Sustainability Charter 2.0 to continue to grow the city with a viable sustainable vision with a focus and sensitivity to long-term impacts.
- Completed and received Council approval of the Surrey City Centre Plan.
- Completed renovations of Guildford Library to provide a more welcoming fireplace lounge and digital community art display, and refurbished Semiahmoo Library to include improved access for youth.

CITY OF SURREY

FINANCE REPORT AND FINANCIAL INFORMATION



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 & Technology

It is my pleasure to submit the Annual Financial Report for the year ended December 31, 2016.

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

FINANCIAL OVERVIEW

The construction of new facilities under the 'Build Surrey' Program continued to facilitate development activity throughout the City during 2016. In the residential development community, the shift toward the construction of multi-family dwellings has continued into 2016, although the City still continues to offer excellent value in the single family residential sector relative to the rest of the Greater Vancouver area. Another healthy sign of development was the strong commercial and institutional sector activity; which has been particularly evident in the City Centre. In addition, industrial development in the Campbell Heights area remains steady.

2016 in Review

- Consolidated revenues increased to \$914.7 million compared to \$853.4 million in 2015, resulting from additional property taxes, utility fees, license, permits and one-time land sale proceeds, although lower government transfers and development cost charges were recorded.
- Consolidated expenses increased to \$698.8 million compared to \$670.5 million in 2015 attributable to increases in the RCMP contract, increases in Parks, Recreation and Culture programming and a reclassification of utility overhead cost recoveries.
- The City's statutory reserve funds amount was \$116.9 million compared to \$111.0 million at the end of 2015. This increase is mainly due to the sale of lands in Campbell Heights.
- The deferred development cost charge balance was \$251.9 million, an increase over the balance of \$239.6 million at the end of 2015, reflecting the City's steady development activity.

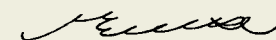
- Consolidated Net Financial position increased to \$58.7 million compared to \$33.1 million in 2015, mainly due to the City's annual consolidated surplus (revenues exceeding expenses) of \$215.9 million offset by net capital acquisitions.
- Consolidated non-financial assets increased to \$8.4 billion compared to \$8.1 billion in 2015. The increase is the net result of capital additions of physical assets in the year offset by disposals and amortization expense.

THE FUTURE

The City's future financial, social and environmental health holds promise and opportunity. The significant growth and transformation we have experienced in the last several years continues, as over 1,000 new residents per month make Surrey their home. With this level of growth expected to sustain for the next two decades, the City needs to continue to expand its infrastructure and service levels to ensure that both current and future residents and business needs are adequately met. 2016 marked the official opening of the New Grandview Heights Pool and the City's New Works Yard facility. An additional gas boiler plant and distribution system to support the City's District Energy System was completed in 2016 and construction continued on the public/private partnership of one of the largest Organics Biofuel Facilities in Canada. Planning has also started on some significant community projects to support our growing population, these include the relocation of the North Surrey Arenas, the addition of a Multi-use facility in Clayton and expansion of the Surrey Museum and additional ice surfaces in Cloverdale.

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

Under the direction and guidance of City Council, the City of Surrey is well positioned to continue to deliver a high quality of services for its current and future residents and businesses in support of a continued high quality of life. The City's tag line, "The Future Lives Here", aptly characterizes the growing, exciting, youthful city that Surrey has become.

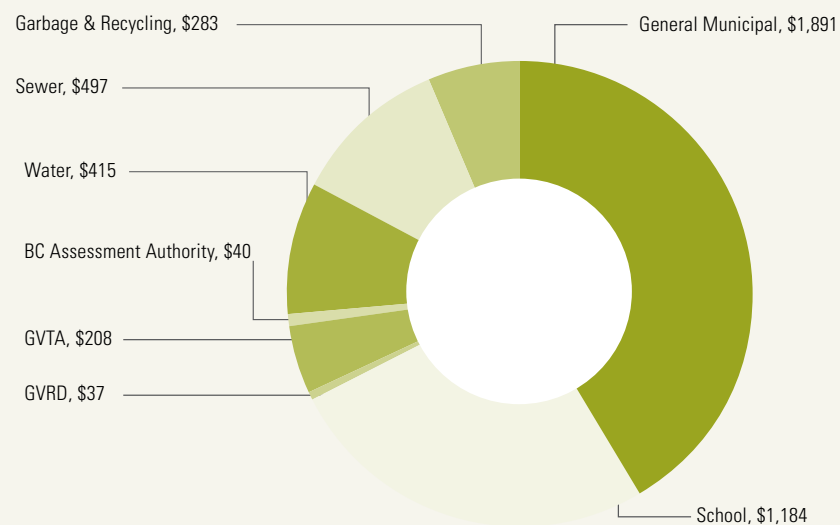


Vivienne Wilke, CPA, CGA
General Manager, Finance & Technology

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 2016 Annual Report including the audited Financial Statements, please go to www.surrey.ca

2016 Average Residential Tax and Utilities Bill*

Source: City of Surrey Financial Services Division

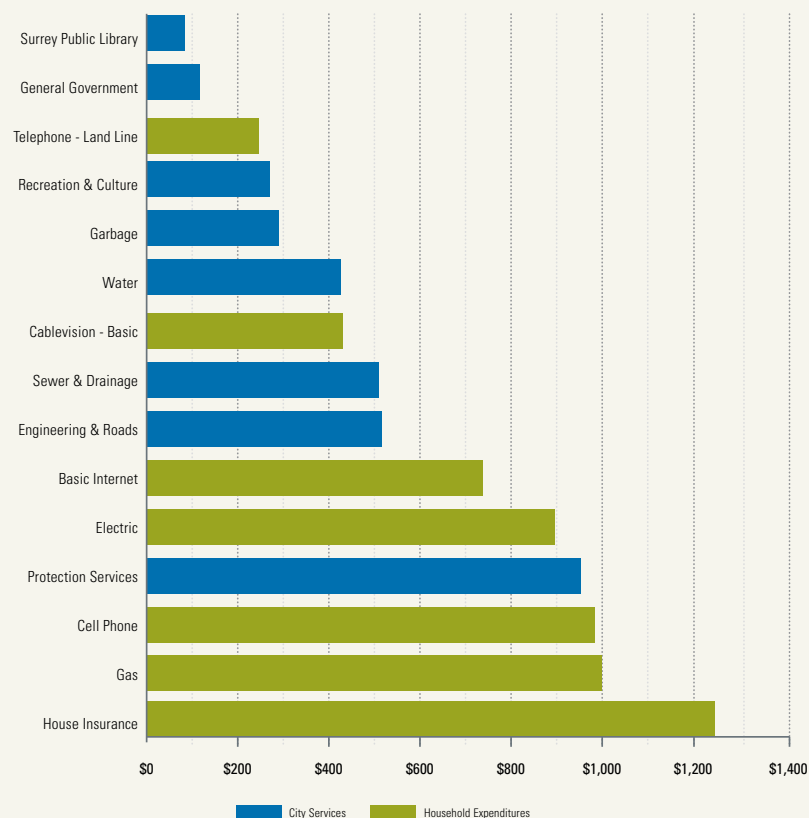


*Based on an Average Residential Dwelling with Assessed Value of \$733,407

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

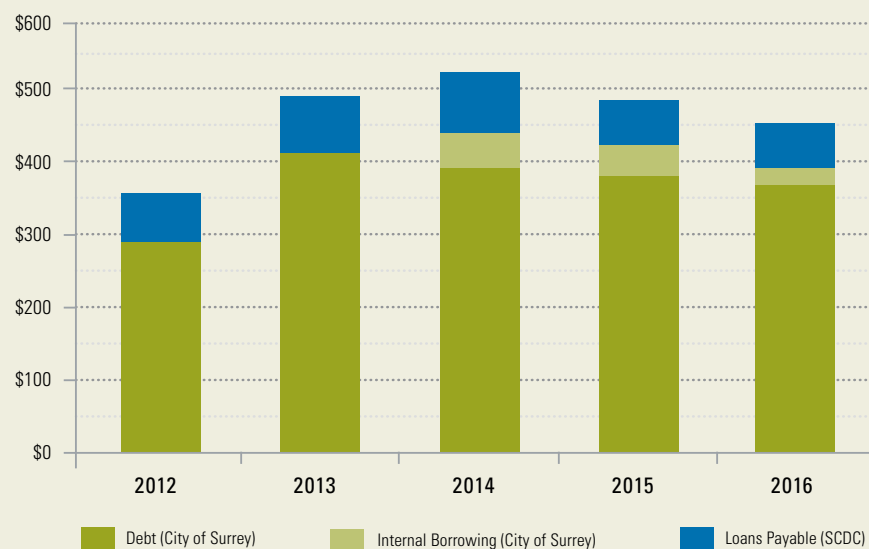
2016 Household Expenditures vs City Services

Source: City of Surrey Financial Services Division



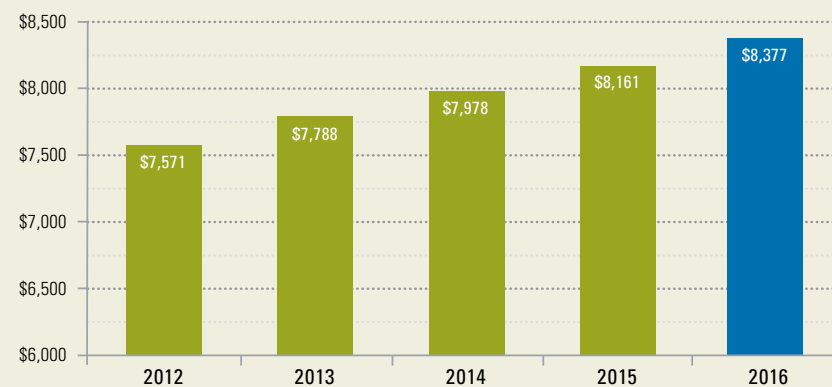
Consolidated Debt Per Capita

Source: City of Surrey Financial Services Division



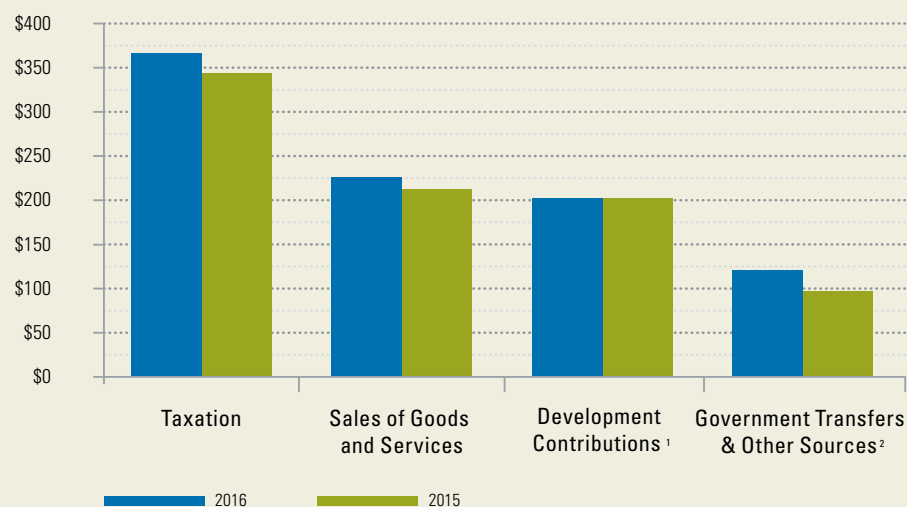
Total Accumulated Surplus (in millions)

Source: City of Surrey Financial Services Division



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Financial Services Division



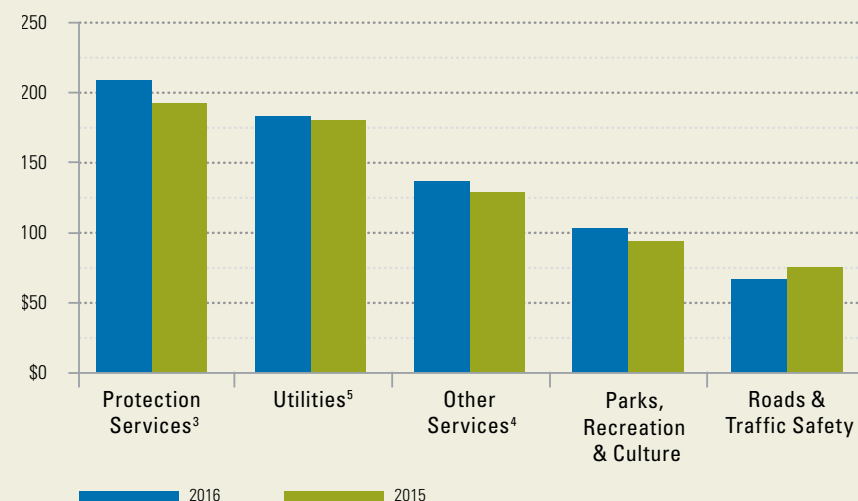
- Taxation revenue increased year over year resulting from tax increases and growth.
- Sales of Goods and Services revenue increased year over year resulting from growth in Tree Replacement revenues and Fee rate increases.
- Development Contributions revenue remained constant year over year.
- Government Transfers & Other Sources revenue increased year over year due to increases in permits, licensing and fine revenues as well as higher land sales and SCDC sale of income properties.

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 Financial Services Division



- Protection Services expenses increased year over year resulting from the increase in RCMP costs resulting from increase in members and related wages.
- Utilities expenses increased year over year primarily due to an increase in water and sewer regional district charges during 2016 compared to 2015.
- Other Services expenses increased primarily due to an increase in general government and planning & development costs related to increased staffing.
- Parks, Recreation and Culture increased year over year resulting from the additional operating costs of new facilities.
- Roads & Traffic Safety expenses decreased year over year resulting from reduced project costs during 2016 compared to 2015.

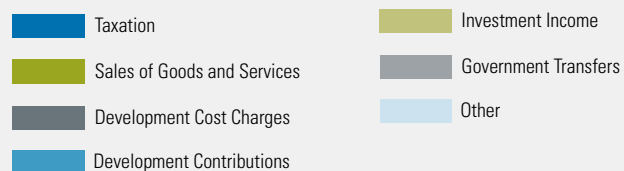
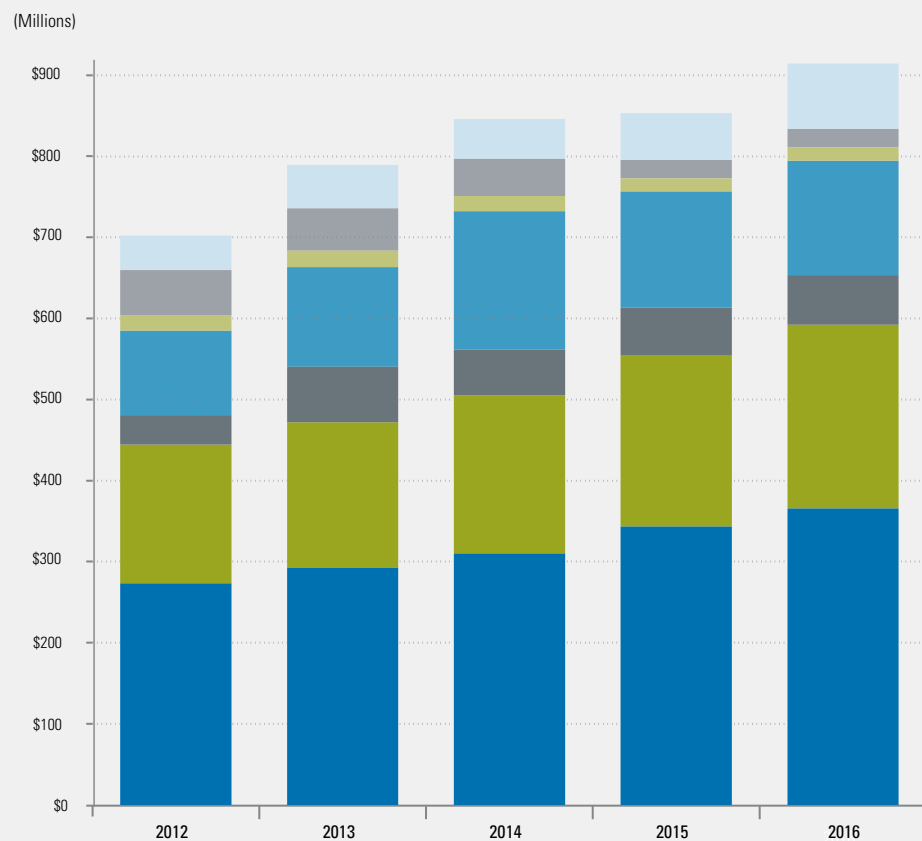
³ Protection Services includes the functions of Police and Fire Services

⁴ Other Services includes General Government, Engineering, Surrey City Energy, Parking, Planning & Development and Library Services

⁵ Utilities includes Water, Sewer, Drainage and Solid Waste

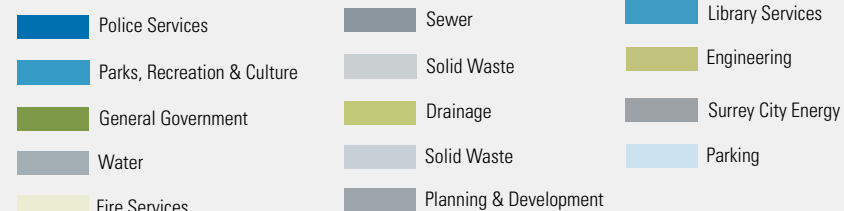
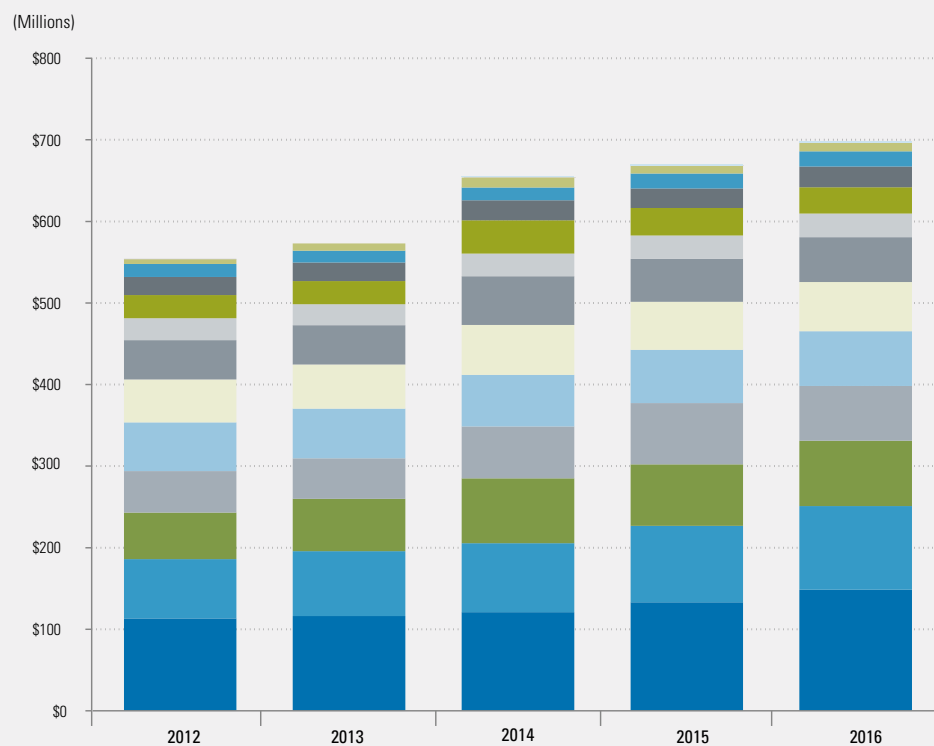
Revenue By Sources (in millions)

Source: City of Surrey Financial Services Division



Expenses By Function (in millions)

Source: City of Surrey Financial Services Division



CONSOLIDATED REVENUES (IN THOUSANDS):

	2016	2015	2014	2013	2012
Taxation	365,863	\$ 343,460	\$ 309,948	\$ 292,290	\$ 273,060
Sales of Goods and Services	226,242	211,520	195,356	179,802	171,352
Development Cost Charges	61,260	58,598	56,611	68,383	36,405
Developer Contributions	141,214	143,004	170,536	123,067	104,181
Investment Income	16,500	16,437	18,454	20,189	19,410
Government Transfers	22,784	22,405	46,129	52,502	55,424
Other	80,838	58,016	48,764	53,394	42,599
	\$ 914,701	\$ 853,440	\$ 845,798	\$ 789,627	\$ 702,431

CONSOLIDATED EXPENSES BY FUNCTION (IN THOUSANDS):

	2016	2015	2014	2013	2012
Police services	\$ 148,379	\$ 133,003	116,146	\$ 116,146	\$ 113,211
Parks, recreation and culture	102,710	93,830	79,552	79,552	72,781
General government	80,232	75,323	64,227	64,227	56,977
Roads & traffic safety	66,936	75,269	49,707	49,707	51,100
Water	67,147	65,281	61,000	61,000	59,497
Fire services	60,183	58,858	53,969	53,969	52,681
Sewer	55,096	52,471	48,140	48,140	48,069
Solid waste	28,999	28,690	25,776	25,776	26,956
Drainage	32,171	33,790	28,411	28,411	28,365
Planning and development	25,449	24,003	22,651	22,651	22,363
Library services	18,532	18,283	14,590	14,590	15,800
Engineering	10,326	9,717	8,970	8,970	5,751
Surrey City Energy	395	231	397	397	431
Parking	2,243	1,724	22	22	-
	\$ 698,798	\$ 670,473	\$ 573,558	\$ 573,558	\$ 553,982

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2016, with comparative figures for 2015 (in thousands of dollars)

	2016	2015
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 32,794	\$ 12,121
Accounts receivable	120,753	109,251
Properties held-for-sale	-	42,506
Investments	826,195	706,717
	979,742	870,595
LIABILITIES		
Accounts payable & accrued liabilities	157,779	143,826
Deposits and prepayments	236,442	194,784
Deferred revenue	35,314	31,305
Deferred development cost charges	266,968	239,631
Debt	224,562	227,918
	921,065	837,464
NET FINANCIAL ASSETS (DEBT)²	58,677	33,131
NON-FINANCIAL ASSETS³		
Tangible capital assets	8,312,963	8,123,149
Inventories of supplies	880	857
Prepaid expenses	4,517	3,997
	8,318,360	8,128,003
ACCUMULATED SURPLUS⁴	\$ 8,377,037	\$ 8,161,134

1 Financial assets: cash resources and liquid assets.

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

3 Non-financial assets: the non-financial assets that are owned which will be utilized for future services, including tangible capital assets, inventories and prepaid expenses.
Non-financial assets can normally be used only for service provision to accomplish future objectives.

4 Accumulated surplus: This is an indicator of the City's overall financial health. It is the different 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, 2016, with comparative figures for 2015 (in thousands of dollars)

	2016 Budget ²	2016	2015
REVENUES			
Taxation revenue	\$ 368,277	\$ 365,863	\$ 343,460
Sales of goods and services	219,533	226,242	211,520
Development cost charges	133,486	61,260	58,598
Developer contributions	132,901	141,214	143,004
Investment income	17,160	16,500	16,437
Transfers from other governments	52,783	22,784	22,405
Other	66,904	80,838	58,016
TOTAL REVENUES	991,044	914,701	853,440
EXPENSES			
Police services	148,154	148,379	133,003
Parks, recreation and culture	102,500	102,710	93,830
General government	82,796	80,232	75,323
Water	72,659	66,936	75,269
Fire services	69,458	67,147	65,281
Sewer	59,600	60,183	58,858
Engineering	56,499	55,096	52,471
Drainage	32,884	28,999	28,690
Solid waste	32,868	32,171	33,790
Roads & traffic safety	29,319	25,449	24,003
Planning and development	18,476	18,532	18,283
Parking	5,686	10,326	9,717
Surrey City Energy	1,289	395	231
Library services	859	2,243	1,724
TOTAL EXPENSES	713,047	698,798	670,473
ANNUAL SURPLUS³	277,997	215,903	182,967
Accumulated Surplus, beginning of year	8,161,134	8,161,134	7,978,167
Accumulated Surplus, end of year	\$ 8,439,131	\$ 8,377,037	\$ 8,161,134

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: www.surrey.ca

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

Economic Development

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

Finance & Technology Department

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

Human Resources Department

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

Legislative Services

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

PROTECTION SERVICES:**By-law Enforcement & Licensing**

By-law Enquiries: 604-591-4370
Email: Bylawcomplaint@surrey.ca
Parking Ticket Enquiries: 604-591-4178
Business License Clerk: 604-591-4370
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 Services

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

Police Services - Surrey RCMP

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

OTHER SERVICES:**Engineering Department**

General Enquiries: 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
Service Requests: 604-591-4152
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: www.surrey.ca/arts

Surrey Museum at 17710 – 56A Avenue

Information Line: 604-592-6956

Cemetery Services at 6348 – 168 Street

Administration Office: 604-598-5770
Email: cemeteryinfo@surrey.ca

Planning & Development Department

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



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