



FOR THE YEAR ENDED DECEMBER 31, 2017

2017 ANNUAL FINANCIAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

SURREY.CA

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This report features highlights from Surrey's 2017 Annual Financial Report. For the detailed 2017 Annual Financial Report that meets legislated requirements, please visit www.surrey.ca (City Government > City Departments > Finance > Financial Documents). Hard copies are available upon request.

The 2017 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, 2016

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 the City of Surrey for its 2016 Annual Report Highlights for the fiscal year ended December 31, 2016. 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 City Council, it is my pleasure to present the 2017 Annual Financial Report for the City of Surrey.

Each year, the City of Surrey maintains its healthy financial status as a result of comprehensive planning and dedicated management. The commitment to transparency and accountability which underpins our financial procedures and control systems ensures sound financial stewardship and the steady delivery of city operations and services.

In 2017, we launched the City of Surrey Economic Strategy. Our vision is for the City of Surrey to become the regional nexus for commerce and a nationally recognized centre for innovation within the next decade. Our mission remains to create a vibrant business ecosystem that catalyzes the development of jobs, investment, entrepreneurship and innovation within the City of Surrey and facilitates our metropolitan transformation.

We continue to move forward in bringing Light Rail Transit (LRT) to Surrey. The 27-km network of high-quality, street-level transit infrastructure will further shape the growth of Surrey's vibrant, accessible, and sustainable communities.

I am pleased to report that our Finance Department received the Canadian Award for Financial Reporting from the Government Finance Officers Association of the United States and Canada for the 21st consecutive year. This commitment to steadfast financial stewardship ensures that our assets and interests remain secure investments for residents and businesses as we move into the future.

Our city's success is a shared success. The ongoing effort of residents, businesses, community leaders, and administration all contribute to the healthy growth of what I truly believe is the best city. Our Council is committed to ensuring that Surrey's strong financial state is steadfastly maintained, while continuing to foster a progressive, livable 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

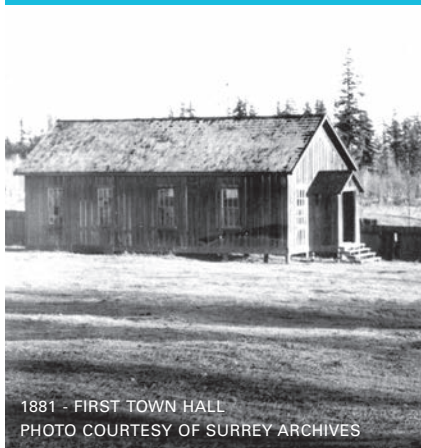
Surrey Officers

City Manager	V. Lalonde	General Manager, Finance Department	K. Grewal
Chief Librarian, Director of Library Services	S. Bhogal	General Manager, Investment & Intergovernmental Relations Department	D. Jones
Director, Public Safety	T. Waterhouse	General Manager, Parks, Recreation & Culture Department	L. Cavan
Director, Strategic Initiatives & Corporate Reporting	D. Luymes	General Manager, Planning & Development Department	J. Lamontagne
Fire Chief	Chief L. Garis	Officer in Charge, Surrey RCMP Detachment	Chief Supt. D. McDonald
General Manager, Corporate Services Department	R. Costanzo	Auditors – BDO LLP	
General Manager, Engineering Department	F. Smith	Bankers – Royal Bank of Canada	

SURREY FACTS & HISTORY



City of Surrey Archives, 1982 Pre-emption Map



1881 - FIRST TOWN HALL
PHOTO COURTESY OF SURREY ARCHIVES



2014 - NEW CITY HALL

- | | | | |
|------|--|------|---|
| 1855 | Gold discovered | 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 |
| 1860 | Hand logging started along Fraser River | 2010 | Surrey served as an official venue for the 2010 Winter Olympics and hosted a celebration site situated at Holland Park |
| 1879 | Surrey incorporated as a district municipality consisting of 35 property owners | 2011 | First major Canadian city to host an electric vehicle charging station at City Hall and City Centre Library had its grand opening |
| 1881 | First Town Hall built at Surrey Centre | 2012 | Surrey implemented the Rethink Waste Collection Program, achieving 35% waste diversion in less than 2 months |
| 1904 | Fraser Bridge opened | 2013 | City of Surrey Mayor and Council approved a "Community Climate Action Strategy" and Surrey's population surpassed 500,000 |
| 1909 | Surrey's first Chief Constable appointed | 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 |
| 1929 | Surrey Leader newspaper first published | 2015 | Commercial operation of 'Surrey City Energy': the City's district energy utility. |
| 1937 | Pattullo Bridge opened | 2016 | Surrey named one of the Top 7 Intelligent Communities of 2016 by New York based think tank, Intelligent Community |
| 1940 | King George Highway officially opened | 2017 | Surrey completed construction on the South Surrey Operations Centre and the Surrey Biofuel facility, North America's first fully integrated closed-loop organic waste management system |
| 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 | | |
| 2008 | Surrey awarded the Cultural Capital of Canada designation from the Department of Canadian Heritage | | |

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 534,690 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).

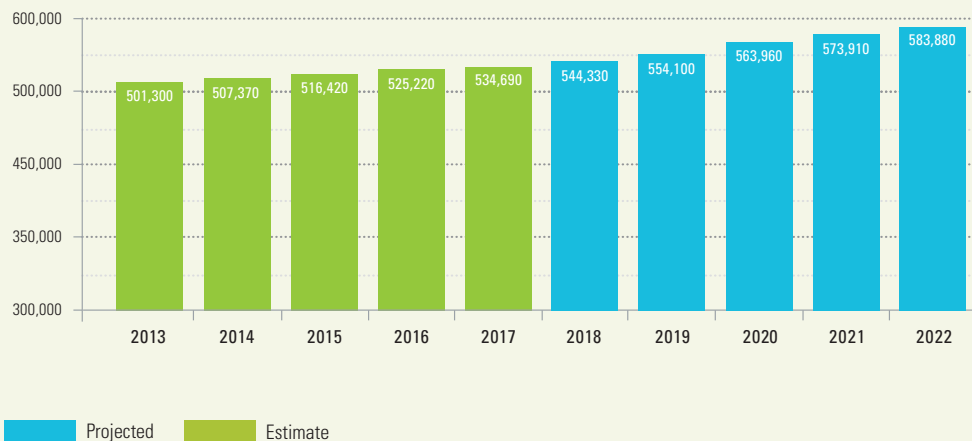
Average and Median Income in Surrey's Communities by Economic Families

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



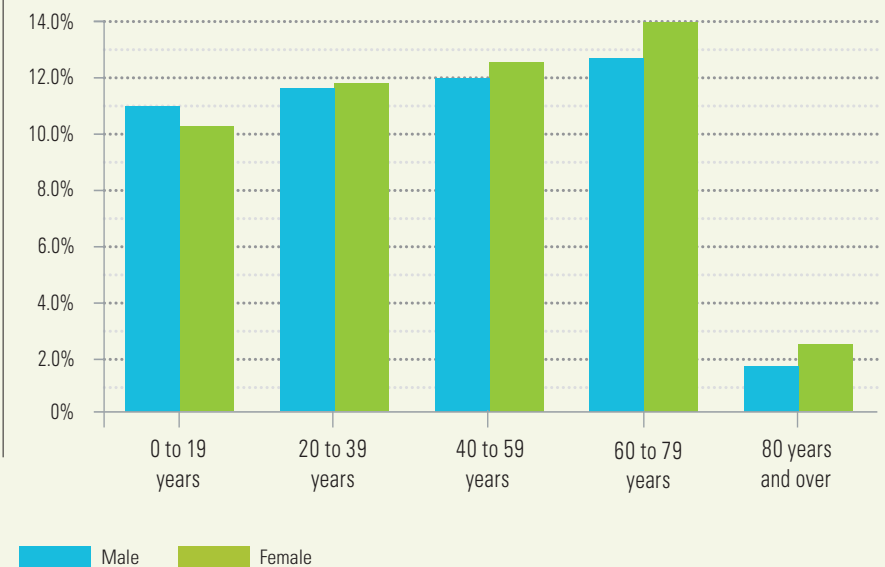
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



Demographics by Age and Gender

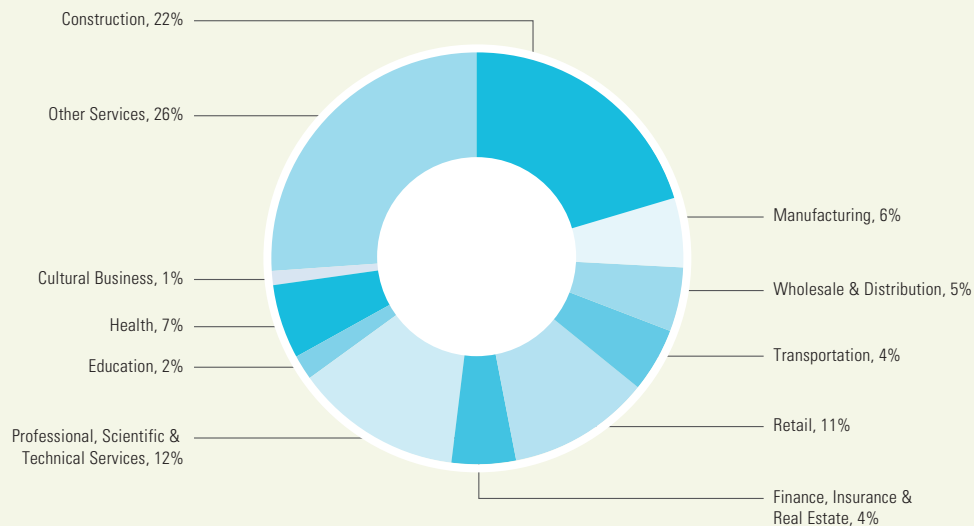
Source: Statistics Canada 2016. Census Profile. 2015 Census.



Over 17,015 businesses are based in Surrey, including 2,642 new businesses in 2017 which is a 21% increase from 2016. Investors are taking advantage of Surrey's diverse economy, skilled labour force and excellent regional and international distribution links.

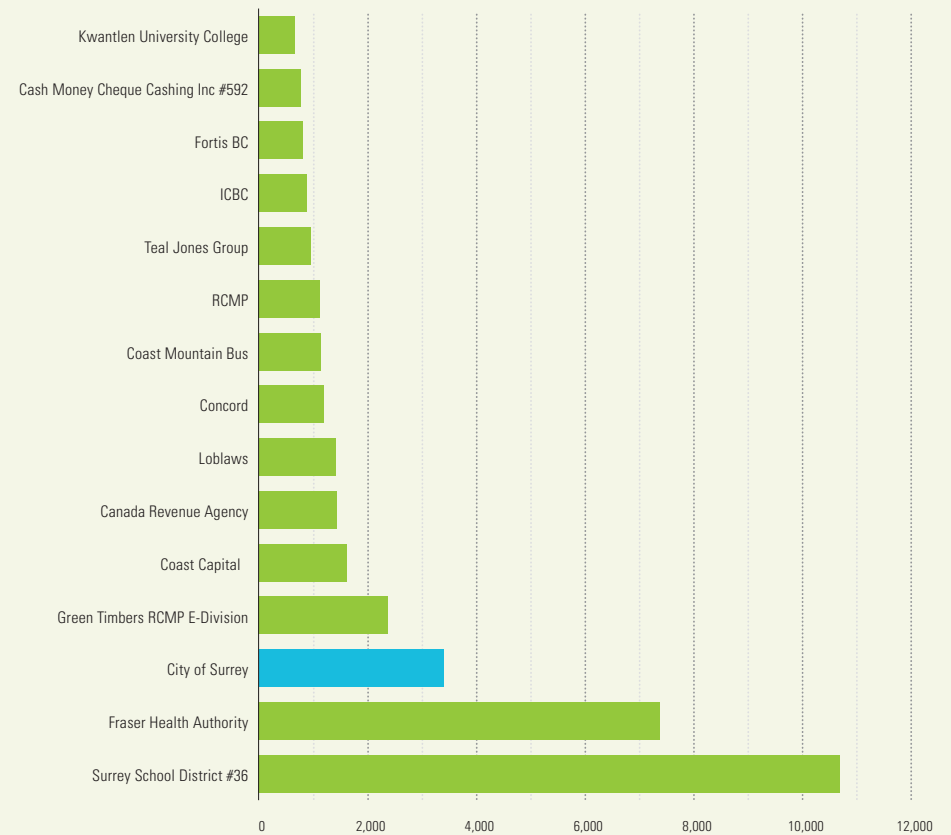
Business Distribution in Surrey by Sector

Source: City of Surrey Economic Development Division



Largest Employers in Surrey (as of 2016)*

Source: City of Surrey Economic Development Division



*Last update was early 2017 (with 2016 stats). Next update will be end of 2018 / early 2019



Surrey's Grandview Heights Aquatic Centre received a number of prestigious awards in 2017 including the Facility Excellence Award at the BCRPA Provincial Awards.

The City of Surrey continues to be recognized for its excellence and innovation; honoured in 2017 with the following awards:

DEPARTMENT AWARDS	
PUBLIC SAFETY	Surrey Board of Trade, Arnold Silzer Policing Initiative Award for Surrey Outreach Team Surrey Board of Trade, Municipal Employee of the Year Award to RCMP Support Services Member
INVESTMENT & INTERGOVERNMENTAL RELATIONS	Financial Time of American Cities of the Future 2017/2018, ranked in Top 10 Mid-Sized Cities for Business Friendliness and Connectivity
FINANCE	Government Financial Officers Association, Distinguished Budget Award 2017 Government Financial Officers Association, Canadian Award for Financial Reporting 2017 Government Financial Officers Association, Outstanding Achievement in Popular Annual Financial Reporting Award 2017 C.D. Howe Institute's 2017 Annual Municipal Fiscal Accountability Report Card, A+ rating
PARKS, RECREATION & CULTURE	Canadian Museums Association, National Award of Outstanding Achievement in New Media for Surrey Museum B.C. Museums Association, Provincial Award for Community Engagement Programming for Surrey Museum Canadian Regional Event Awards, Most Outstanding Public Event Over \$200,000 for Surrey's Canada Day Celebration Canadian Regional Event Awards, Best Public Event/Fair/Festival for Surrey's Fusion Festival
Sustainability Office	ICLEI Canada - Building Adaptive & Resilient Communities Program, achieved Milestone 5 (Climate Adaptation) Federation of Canadian Municipalities Partners for Climate Protection, achieved Milestone 5 (Community GHG Emissions Reductions) Planning Institute of B.C., Silver Award for Excellence in Policy Planning (City & Urban Areas)
CORPORATE SERVICES	B.C.'s Top Employers Award 2017 Canada's Top Employers for Young People Public Sector Digest, ranked 5th place amongst Canada's Top 20 most Open Cities
ENGINEERING	Public Works Association of B.C. Award, Best Community Celebration for Public Works Week Association of Consulting Engineers of B.C., Client of the Year American Public Works Association Award, Exceptional Performance in Public Works Journalism
PLANNING & DEVELOPMENT	International Paralympic Committee, Distinction in Accessible Design 2017
<i>Grandview Heights Aquatic Centre</i>	2017 American Architecture Prize (Honorable Mention in Architectural Design / Recreational Architecture) to HCMA Architecture and Design 2017 WAN World Architecture News, Finalist, Wood in Architecture Award presented to HCMA Architecture + Design 2017 BCRPA Provincial Awards, Facility Excellence Award UBCM Wood WORKS! BC 2017 Community Recognition Award, Top Architect Award Architect (presented to HCMA Architecture + Design) and Top Engineer (presented to Fast + Epp)
<i>Guildford Aquatics Centre Main Operations Centre</i>	Lower Mainland Local Government Association, 2017 Community Recognition Award 2017 City Awards, Overall Design Excellence Special Jury Award (presented to HCMA Architecture + Design) 2017 City Awards, Institutional Award (presented to Bing Thom Architects) 2017 City Awards, Interiors Award (presented to Taylor Kurtz Architecture & Design)
FIRE SERVICES	Institute of Public Administration of Canada, 2017 Innovative Management Finalist Award – Designing Out Crime
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 auxiliary constable Surrey Board of Trade, Police Officer of the Year, 7 Awards to Surrey RCMP members



Over 120,000 people celebrated Canada's 150th birthday at Surrey's Canada Day festival.



A population of over 534,690, 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 2017 were:

- Developed a new model, the Surrey Outreach Team, for supporting vulnerable persons and responding to community concerns in the 135A Street area through a partnership model that responds to issues in the area and transitions people from the street to housing and other supports. The Surrey Outreach Team was awarded the Surrey Board of Trade "Team of the Year" Award in 2017.
- Completed the Surrey Excels Tier 1 (city-wide) Strategy Map through an intensive process involving senior management and staff groups from across all departments. Surrey Excels is a strategic management tool that provides a structure for aligning the City's goals, objectives and strategies, and which includes a set of measures and targets to gauge our progress.
- Expanded MySurrey Portal, which allows customers to access popular Surrey online services anywhere, anytime and from any device. New services include a parking ticket dispute process, waste cart exchange service, invoice payment service, and the ability to pay with Interact Online.
- Created foundation funding and governance structure between the City of Surrey and Simon Fraser University, through Innovation Boulevard Corporate and Innovation Boulevard Society, to enable and support biopharmaceutical and health tech companies as BC's first Health Tech Accelerator.

- Secured a two year lease renewal (to May 31, 2020) for the continued operation of the Whalley Boulevard Shelter in support of homelessness in the City Centre and completed renovations and opened the Guildford Temporary Homeless Shelter.
- Hosted four Pop Up Junk Drop events between June and July 2017 with approximately 1,000 tonnes of waste and recycle materials collected and 62% of waste diverted from landfill. In addition, over 55 tonnes of reusable materials were recovered by non-profit agencies working with the City. Also doubled the Large Item Pick-Up participation rates from an average 15% per year to 30%. Reduced illegal dumping costs by over 42%.
- Increased smoke alarm verifications, comprised of assessing whether the smoke alarm unit was functioning at the time of a residential fire, from 15.7% in 2011 to 45.7% in 2017.
- Expanded service capacity, by adding a response Medical Engine Unit at Hall 2, to cost effectively address the Opioid Crisis using existing funding for lower cost per unit vehicles.
- Launched the City's 10 year Economic Strategy that lays the foundation for the creation of 36,200 jobs in Surrey's priority sectors by 2025. The strategy also outlines new investment opportunities to stimulate metropolitan transformation in Surrey.
- Launched our new Invest Surrey website featuring an advanced site selector tool that allows investors to aggregate 25 datasets to analyze investments suitability of approximately 400 commercial real estate options across Surrey at any given time. The Invest Surrey website has caught international attention with its silver Centauri Award in the International 2017 Vega Digital Awards competition which had over 1,500 submissions from 32 countries throughout the world.
- Opened City Parkway Studio, operated through a partnership agreement between the City of Surrey, the Royal Canadian Theatre Company, and Streetrich Hip Hop Society.
- Completed the improvements of the remaining space at the former City Hall building to accommodate the growth of the RCMP.
- Received the Arnold Silzer Community Policing Initiative Award from the Surrey Board of Trade for strategies to address public safety and health issues in the 135A Street area.
- Planned for a new library in Clayton Community Centre. Refurbished Fleetwood Library with new paint, shelving, computers, roofing and seating as well as refurbished Newton Library with new paint, carpet, roofing, signs and lighting.





REPORT *from the* General Manager, Finance

It is my pleasure to submit the Annual Financial Report Highlights for the year ended December 31, 2017.

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).

FINANCIAL OVERVIEW

The City continued its investment in civic facilities in 2017, with design and construction advancement for multiple projects taking place. In the residential development sector, the trend towards the construction of multi-family dwellings has continued into 2017, as single family property values continue to increase. The City Centre continues to attract large scale residential projects including low-rise and high-rise developments; all reflective of the continued growth in our population, which in turn, leads to strong housing demand. The City also commenced early design work in preparation for the Light Rail Transit (LRT) project which will underpin our City's transit network for years to come and will shape our current and future neighbourhoods.

2017 in Review

- Consolidated revenues increased to \$1,024.3 million compared to \$914.7 million in 2016, resulting from additional property taxes, utility fees, license, permits and developer contributions.
- Consolidated expenses increased to \$737.2 million compared to \$698.8 million in 2016 attributable to increase in the RCMP contract, increases in Parks, Recreation and Culture programming and increases in the cost of Roads and Traffic Safety, Sewer, and Solid Waste.
- The City's statutory reserve funds amount was \$124.9 million compared to \$116.9 million at the end of 2016. This increase is mainly due to increases to the Park Land Acquisition and Neighbourhood Concept Plans reserves.
- The deferred development cost charge balance was \$254.3 million, a decrease over the balance of \$267.0 million at the end of 2016, reflecting the City's steady development activity.

- Consolidated net financial position decreased to \$23.0 million compared to \$58.7 million in 2016, mainly due to net capital acquisitions offset by the City's annual consolidated surplus (revenues exceeding expenses) of \$287.1 million.
- Consolidated non-financial assets increased to \$8.6 billion compared to \$8.3 billion in 2016. The increase is the net result of capital additions of physical assets in the year offset by disposals and amortization expense.

THE FUTURE

Our City continues its journey of growth and change, driven by our steady population increase, in particular young families that choose to make this great City their home. Our current and future residents will require significant investments on the part of the City in relation to infrastructure, civic facilities and services. The City, with support and direction from Mayor and Council, has already commenced several key capital investments that will support our residents' demands. These projects include the Cloverdale Sport and Ice Complex, North Surrey Sport and Ice Complex, and the Clayton Hub, where residents will be offered social, recreational and library services from one location. Significant investments are also needed to our civic infrastructure, perhaps none more important to the future of the City than our Light Rail Transit (LRT) project that has already commenced with preliminary works in 2017. LRT will shape and impact our City like no other capital project before it, laying the foundation to our City's transportation needs for years to come.

With significant growth and the related demand for capital investments, coupled with increased demand for general City services including public safety and recreational programming, the City must continue to effectively manage its resources and exercise fiscal responsibility to ensure residents receive maximum value for their tax dollars.

Working under the direction and guidance of City Council, the City has been, and continues to be, in a strong financial position to deliver a high quality of service and capital infrastructure to its residents and businesses for years to come.

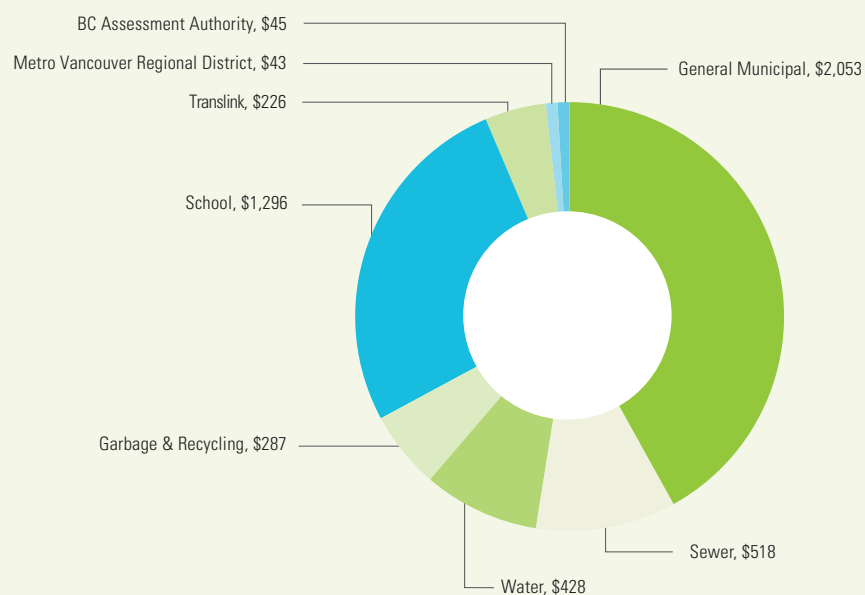


General Manager, Finance
Kam Grewal, CPA, CMA

Financial data used to prepare this information is taken directly from the consolidated financial statements for highlight purposes only. This information is presented in conformity with generally accepted accounting principles (GAAP). For a copy of the full 2017 Annual Financial Report including the audited financial statements, please go to www.surrey.ca.

2017 Average Residential Tax and Utilities Bill*

Source: City of Surrey Finance Department

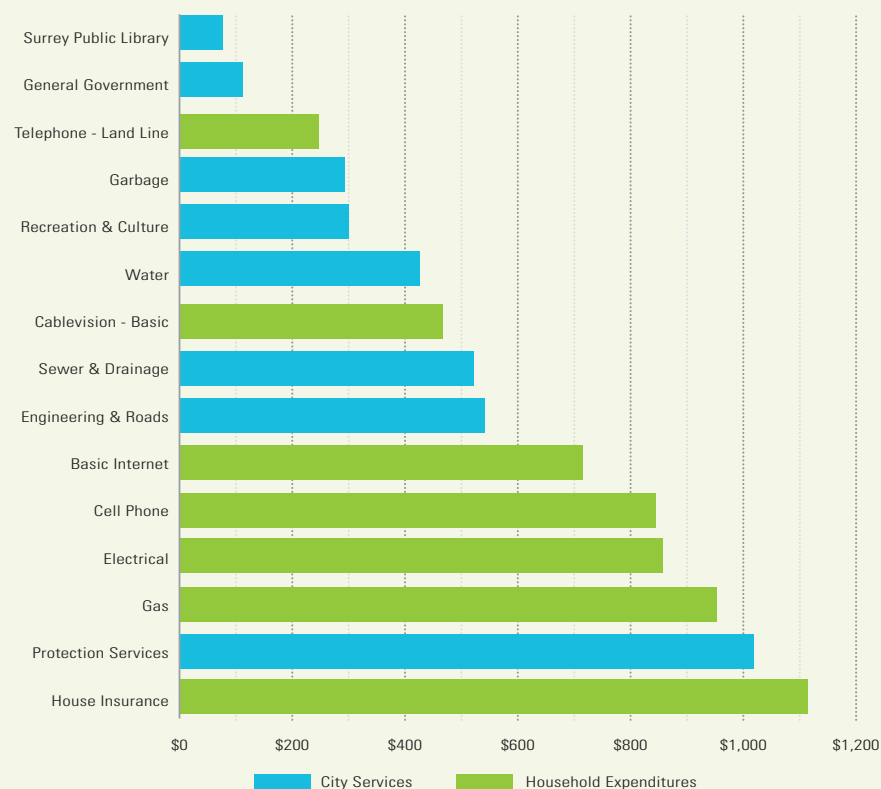


* Based on an Average Residential Dwelling with Assessed Value of \$1,030,793

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

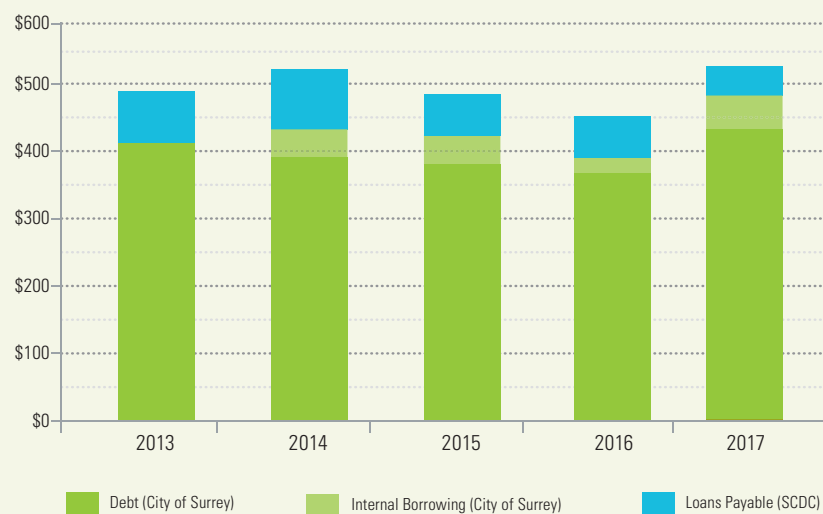
2017 Household Expenditures vs City Services

Source: City of Surrey Finance Department



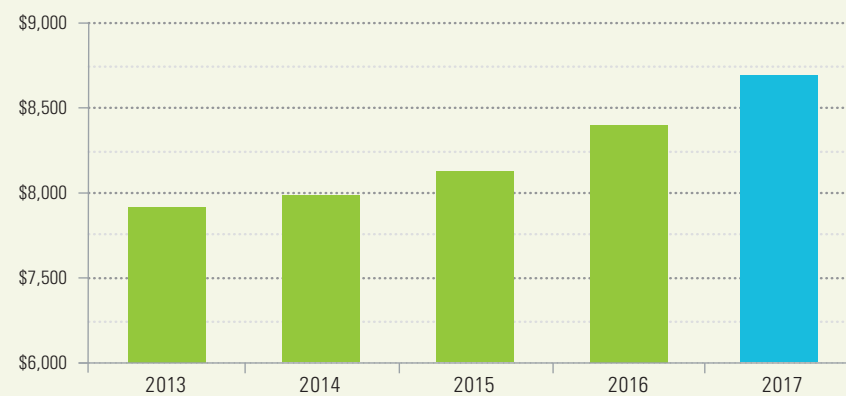
Consolidated Debt Per Capita

Source: City of Surrey Finance Department



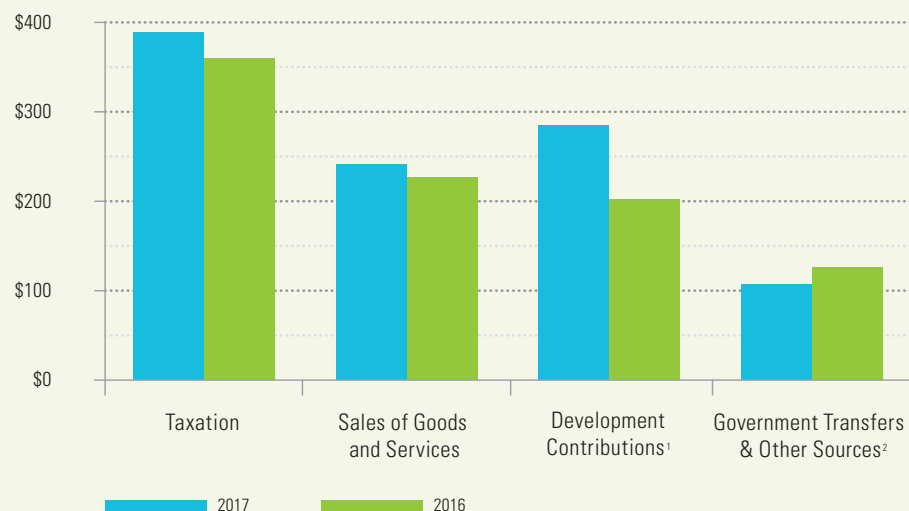
Total Accumulated Surplus (in millions)

Source: City of Surrey Finance Department



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Finance Department



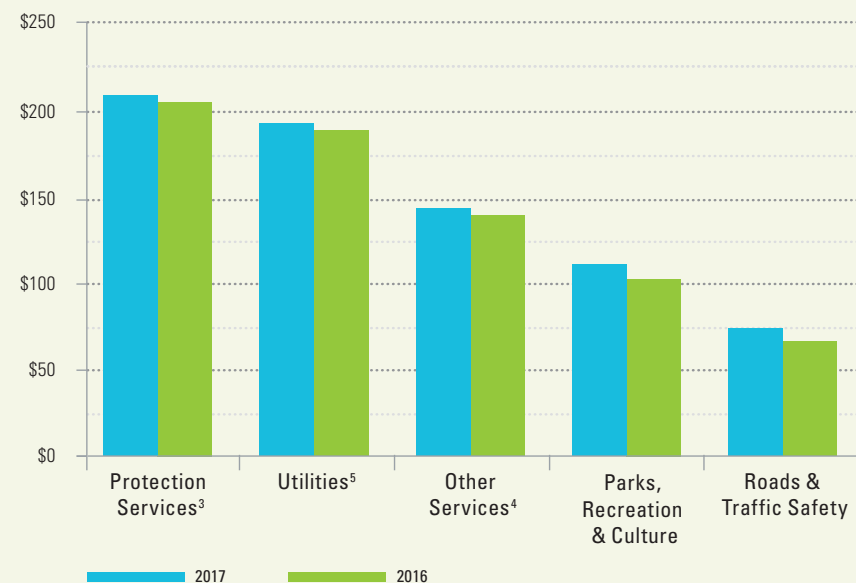
- Taxation revenue increased year over year resulting from tax increases and growth.
- Sales of Goods and Services revenue increased year over year resulting from growth in Tree Replacement revenues and Fee rate increases.

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 year over year due to an increase in RCMP costs resulting from additional members and related wages.
- Utilities expenses increased year over year primarily due to an increase in water and sewer regional district usage during 2017 compared to 2016.
- 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 increased year over year resulting from higher salt and sand purchases along with asphalt purchases relating to winter maintenance activities during 2017 compared to 2016.

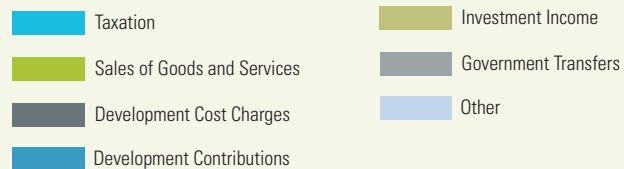
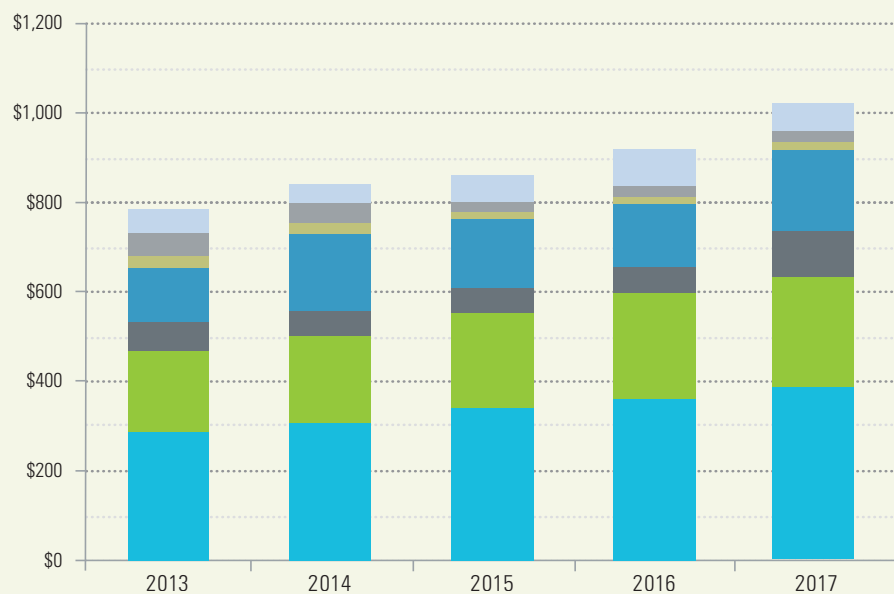
³ Protection Services includes the functions of Police and Fire Services

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

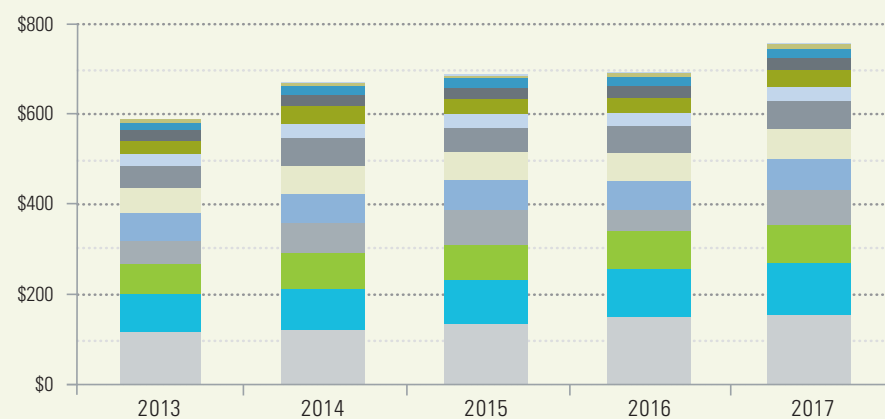
Revenue By Sources (in millions)

Source: City of Surrey Finance Department



Expenses By Function (in millions)

Source: City of Surrey Finance Department



CONSOLIDATED REVENUES (IN THOUSANDS):

	2017	2016	2015	2014	2013
Taxation	391,695	365,863	343,460	309,948	292,290
Sales of goods and services	240,037	226,242	211,520	195,356	179,802
Development cost charges	104,963	61,260	58,598	56,611	68,383
Developer contributions	183,736	141,214	143,004	170,536	123,067
Investment income	17,533	16,500	16,437	18,454	20,189
Government transfers	24,677	22,784	22,405	46,129	52,502
Other	61,679	80,838	58,016	48,764	53,394
	1,024,320	914,701	853,440	845,798	789,627

CONSOLIDATED EXPENSES BY FUNCTION (IN THOUSANDS):

	2017	2016	2015	2014	2013
Police services	152,798	148,379	133,003	120,938	116,146
Parks, recreation and culture	110,435	102,710	93,830	84,583	79,552
General government	81,896	80,232	75,323	79,567	64,227
Roads & traffic safety	75,334	66,936	75,269	63,650	49,707
Water	67,715	67,147	65,281	63,126	61,000
Fire services	62,262	60,183	58,858	61,114	53,969
Sewer	59,971	55,096	52,471	59,861	48,140
Solid waste	33,117	28,999	28,690	27,605	25,776
Drainage	32,986	32,171	33,790	40,969	28,411
Planning and development	27,241	25,449	24,003	24,383	22,651
Library services	19,051	18,532	18,283	15,780	14,590
Engineering	11,050	10,326	9,717	12,061	8,970
Surrey city energy	1,105	395	231	284	397
Parking	2,244	2,243	1,724	1,239	22
	737,205	698,798	670,473	655,160	573,558

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2017, with comparative figures for 2016 (in thousands of dollars)

	2017	2016
FINANCIAL ASSETS¹		
Cash	\$ 27,809	\$ 32,794
Accounts receivable	142,276	120,753
Investments	858,196	826,195
	1,028,281	979,742
LIABILITIES		
Accounts payable and accrued liabilities	169,124	153,334
Deposits and prepayments	277,648	240,887
Deferred revenue	36,957	35,314
Deferred development cost charge	254,294	266,968
Debt	267,219	224,562
	1,005,242	921,065
NET FINANCIAL ASSETS (DEBT)²	23,039	58,677
NON-FINANCIAL ASSETS³		
Tangible capital assets	8,635,809	8,312,963
Inventories of supplies	929	880
Prepaid expenses	4,375	4,517
	8,641,113	8,318,360
ACCUMULATED SURPLUS⁴	\$ 8,664,152	\$ 8,377,037

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, 2017, with comparative figures for 2016 (in thousands of dollars)

	2017 Budget ²	2017	2016
REVENUES			
Taxation revenue	\$ 392,868	\$ 391,695	\$ 365,863
Sales of goods and services	232,204	240,037	226,242
Development cost charges	142,168	104,963	61,260
Developer contributions	136,143	183,736	141,214
Investment income	23,806	17,533	16,500
Transfers from other governments	54,250	24,677	22,784
Other	59,719	61,679	80,838
TOTAL REVENUES	1,041,158	1,024,320	914,701
EXPENSES			
Police services	159,758	152,798	148,379
Parks, recreation and culture	109,357	110,435	102,710
General government	81,465	81,896	80,232
Roads and traffic safety	73,510	75,334	66,936
Water	70,712	67,715	67,147
Fire services	62,212	62,262	60,183
Sewer	60,000	59,971	55,096
Solid waste	35,140	33,117	28,999
Drainage	33,208	32,986	32,171
Planning and development	30,950	27,241	25,449
Library services	21,108	19,051	18,532
Engineering	11,757	11,050	10,326
Surrey city energy	1,284	1,105	395
Parking	1,087	2,244	2,243
TOTAL EXPENSES	751,548	737,205	698,798
ANNUAL SURPLUS³	289,610	287,115	215,903
Accumulated Surplus, beginning of year	8,377,037	8,377,037	8,161,134
Accumulated Surplus, end of year	\$ 8,666,647	\$ 8,664,152	\$ 8,377,037

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

ADMINISTRATIVE & REGULATORY:**Mayor and Council**

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

City Manager's Office

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

Economic Development

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

Finance Department

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

Corporate Services Department

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

PROTECTION SERVICES:**Bylaw Enforcement & 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 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**

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: 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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