



FOR THE YEAR ENDED DECEMBER 31, 2024

2024 ANNUAL FINANCIAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

[SURREY.CA](https://www.surrey.ca)



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**This report features highlights from
Surrey's 2024 Annual Financial Report.**

**For the detailed 2024 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 2024 Annual Financial Report
Highlights is available for the general
public electronically on the [City of
Surrey's website](https://surrey.ca).**



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, 2023

Christopher P. Morill

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, 2023. 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

I am pleased to present the City of Surrey's 2024 Annual Financial Report, which highlights our recent accomplishments and financial health. I am proud to share that our Finance Department has earned the Canadian Award for Financial Reporting for the 28th consecutive year, underscoring our commitment to financial oversight.

Surrey's growth has reached unprecedented levels. We are on course to become the first in the province to reach one million residents. As our city evolves, we're dedicated to fostering job creation, business investment, and innovation, solidifying our status as the economic engine of the province. Our 2024 Economic Strategy focuses on leveraging our strengths to create 300,000 new jobs over the next two decades, and our robust economic environment contributed to the creation of over 9,000 new jobs in 2024 alone.

Our Council's commitment to growth is reflected not only in job creation but also in the booming construction sector. With nearly \$2.8 billion in building permits issued in 2024, we are seeing record-breaking construction that includes 6,927 new homes, all while implementing a historic \$715.9 million capital plan.

Together, we are building a strong, resilient Surrey for generations to come.

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 & SENIOR MANAGEMENT TEAM

Senior Management Team

City Manager

Chief Librarian

Fire Chief

General Manager, Corporate Services Department

General Manager, Engineering Department

General Manager, Finance Department

R. Costanzo

S. Bhogal

Chief L. Thomas

J. Brar

S. Neuman

K. Grewal

General Manager, Parks, Recreation & Culture Department

General Manager, Planning & Development Department

General Manager, Social Infrastructure and Community Investments

Chief Constable, Surrey Police Service

Auditors – BDO LLP

Bankers – Royal Bank of Canada

L. Cavan

R. Gill

T. Waterhouse

Chief N. Lipinski



Corner of King George Highway and 104 Avenue, 1950s.
Courtesy of Surrey Archives, 180.7.34A



Surrey City celebration, 1993.
Courtesy of Surrey Archives, 2017.0022.93-535.3
(Mayor Bob Bose receiving the City's new Letters
Patent from Municipal Affairs Minister Robin Blencoe)

- 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 Westminster 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 Westminster 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
- 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 local space to support Indigenous cultural practices
- 2024** In November 2024, the Surrey Police Service (“SPS”) became Police of Jurisdiction for the City of Surrey

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 623,984 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).

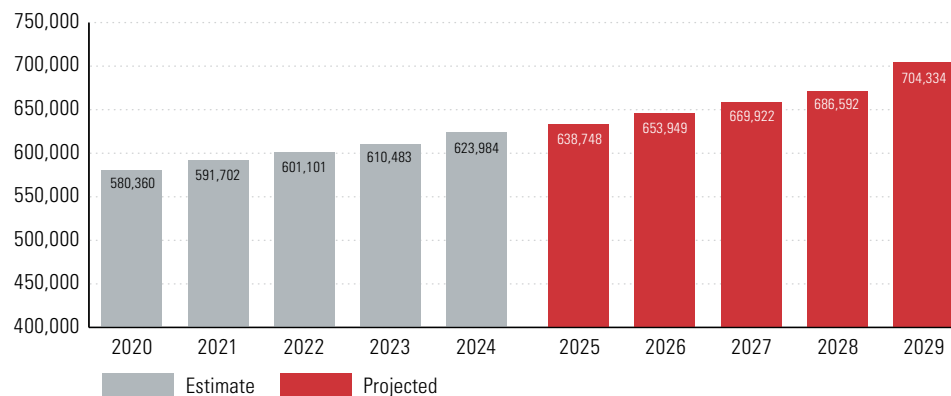
Comparison of Household after-tax income for Surrey and Higher Level Geographies

Source: Focus on Geography Series, 2021 Census - Surrey



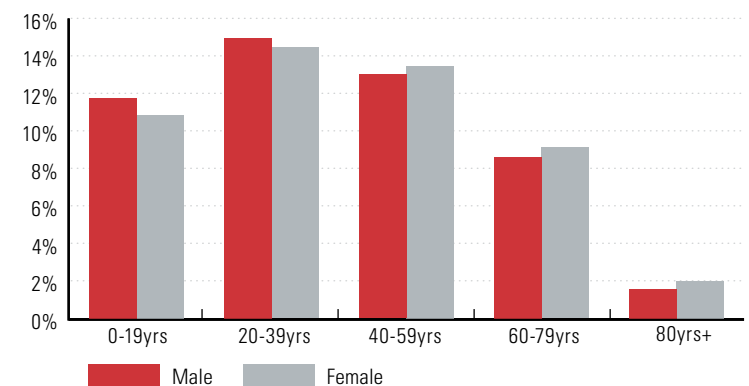
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



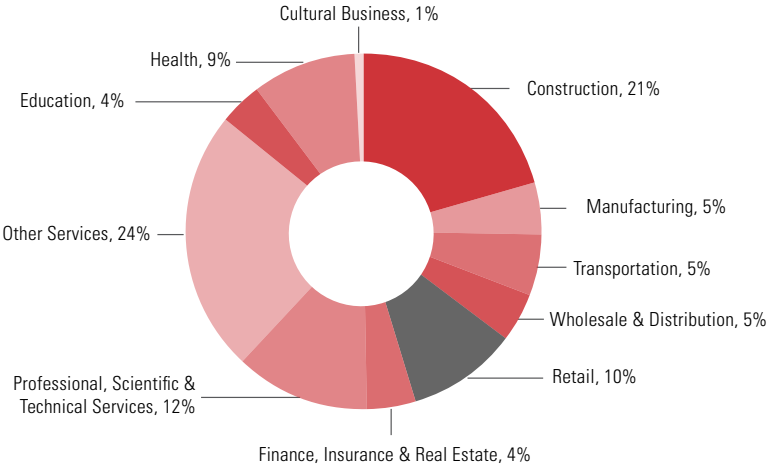
Demographics by Age and Gender

Source: Statistics Canada, 2021 Census Profile

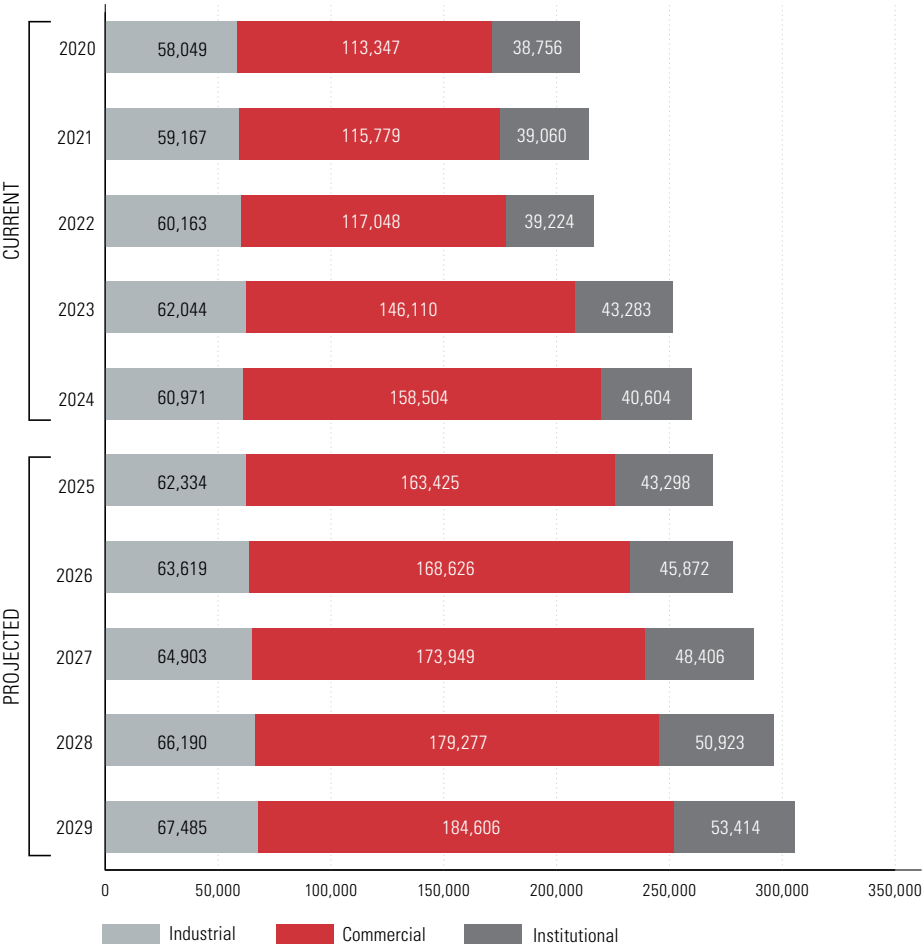


Over 24,000 businesses are based in Surrey, and almost 3,000 new business licenses were issued in 2024. Investors continue to take advantage of Surrey’s diverse economy, skilled labour force and excellent regional and international distribution links.

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	National Public Works Week Award
	British Columbia Public Works Week Award
	Sustainable Communities Award (Natural Assets category)
	Technological Innovation Award
CORPORATE SERVICES	2024 Communicator Award, Award of Excellence - Brand Redesign or Refresh: Surrey Fire Service Brand Refresh
	2024 Communicator Award, Award of Distinction - Integrated Campaign: Budget Engagement 2024
	2024 Communicator Award, Award of Distinction - Innovation & Strategic Achievement-Social Impact: Empower Surrey Graphic Design
	2024 Communicator Award, Award of Distinction - Print Content-Government: Our City Transit Shelter Ad
	Canada's Top Employers for Young People for 2024
	Canada's Greenest Employers for 2024
	2024 The Safeststart Award for Canada's Safest Employer for Young Workers : Excellence Awardee
	2024 Canada's Safest Public Sector/Non-Profit Employer : Excellence Awardee
FINANCE	5-Star Safety Culture 2024 Award
	"B+" rating from C.D. Howe Institute: 2024 edition of its Annual Municipal Fiscal Accountability report card
	Government Finance Officers Association Distinguished Budget Presentation Award: 2024 - 2027 Financial Plan
	Government Finance Officers Association Distinguished Budget Presentation Special Recognition Award: Strategic Goals & Strategies for 2024 - 2028 Financial Plan
	Government Finance Officers Association Award for Outstanding Achievement in Popular Annual Financial Reporting: 2023 Annual Report Highlights
PARKS, RECREATION & CULTURE	Government Finance Officers Association Canadian Award for Financial Reporting: 2023 Annual Report
	Fusion Festival 2023 - Best Event for a City of Municipality : Community Impact
	Fusion Festival 2023 - Best Diversity, Equity and Inclusion for a Public Event
	Fusion Festival 2023 - Best Public Event
	Fusion Festival 2023 - Best Public Multi-Day Event
	Fusion Festival 2023 - Best Innovation for a Public Event
SURREY LIBRARIES	UBCM Community Excellence Awards - Nature Interpretive Exhibit Space Renovation
	Arts Council of Surrey Business and the Arts Award



SURREY LUNAR NEW YEAR CELEBRATION 2024, MUSEUM OF SURREY, CLOVERDALE

With a population of over 623,980, Surrey is projected to welcome an average of 13,117 new 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 2024 were:

- Surrey Police Service became the new police of jurisdiction for the City of Surrey, as approved by the Province of British Columbia ("BC"). This marked a significant milestone in Surrey's policing transition, which has been in process since 2018
- Launched the City's new 2024 Economic Strategy in order to articulate Surrey's economic needs and opportunities to create 300,000 jobs by 2042
- Completed consultations with Katzie, Kwantlen and Semiahmoo Nations, and Urban Indigenous communities for the design of an Indigenous learning venue in North Surrey to support Indigenous cultural practices, including gathering and knowledge sharing
- Worked directly with TransLink to commence construction of the Surrey Langley SkyTrain and deliver improved transit services to Surrey
- Worked in partnership with BC Housing to identify sites and begin the planning process for two new supportive housing projects for women and children
- Developed Engineering components of the Digital Permitting Expansion Project to improve and accelerate the development approval process by delivering enhanced communication and transparency of application status and improved quality of submissions
- Delivered over \$100 million of new engineering infrastructure, consisting of over 8km of road improvements, 27km of repaved roads, 14km of new drainage, water, and sewer utilities, and expansion of our district energy system to service 12 new buildings in City Centre



Surrey is continuing to experience significant growth as it becomes the largest city in British Columbia, poised to be the first in the province to reach a population of one million people

REPORT *from the* CFO/General Manager, Finance

It is my pleasure to present the Annual Financial Report for the year ended December 31, 2024.

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").

2024 IN REVIEW

2024 was a transformative year for Surrey with significant strides made toward providing a thriving and inclusive environment and high quality of life for all residents.

Significant capital investments included an additional NHL-sized ice sheet at Cloverdale Sport & Ice Complex, the 72 Avenue extension from 152 Street to Highway 15, and the Newton Community Centre, the largest-ever capital project in the City's history.

Surrey adopted its first-ever Multilingual Communications Policy aimed at enhancing accessibility for the City's diverse population. Council also followed through on its commitment to seek input on the City's Financial Plan with its third consecutive budget engagement initiative utilizing six in-person open house events, an online survey in English and Punjabi, and a budget engagement webpage. More than 100,000 community members were "informed" through this budget engagement by visiting the website, receiving direct emails, or engaging through social media.

The Bank of Canada ("BOC") began its process of unwinding monetary stimulus in mid-2024 with seven interest rate cuts totalling 2.25%. Concerned with the weakening economy and inflation falling below targeted levels, the BOC implemented rate reductions to hedge against downside risks to economic activity. Sustained elevated investment yields during the first half of 2024 proved beneficial for the City's investment portfolio. Investment income increased by \$26.7 million in 2024, 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.

Building permits with a construction value of \$2.86 billion were issued during the year, a 52.0% increase as compared to 2023, marking another strong year of development activity for Surrey. The development community continues to see Surrey as an attractive place to invest. Businesses showed their confidence in Surrey as a destination for commerce, as evidenced by a 5.0% increase in business license revenue during 2024.

The City utilized the \$95.6 million Canada Mortgage and Housing Corporation ("CMHC") Housing Accelerator Fund ("HAF") grant to increase Surrey's housing supply. Surrey's HAF Action Plan resulted in 6,028 net housing units being issued in 2024, surpassing the year one target by 1,745 dwellings.

In July 2024, the provincial government and the City reached an agreement that will complete the transition to the Surrey Police Service ("SPS") and help to mitigate the financial impact of the policing transition on Surrey taxpayers. The Province will provide \$30.0 million per year to assist with policing transition costs until 2028 with an additional financial guarantee of up to \$20.0 million per year from 2029 to 2034.

On November 29, 2024, SPS became Surrey's new police of jurisdiction, the next phase in the City's ongoing transition to a municipal police service.

FINANCIAL POSITION

- Consolidated Net Financial Assets increased to \$1.02 billion compared to \$762.3 million in 2023, an increase of \$257.7 million.
- Consolidated Non-Financial Assets increased to \$10.60 billion compared to \$10.26 billion in 2023. 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 \$1.74 billion compared to \$1.65 billion in 2023. Drivers of the year-over-year growth included Taxation revenue, Development cost charges ("DCCs"), Sales of goods and services, Investment income, and Other.
- Consolidated expenses increased to \$1.14 billion compared to \$1.03 billion in 2023. This year-over-year change was predominantly due to increases in cost for Police services, Parks, recreation & culture, General government, Roads & traffic safety and Sewer services.

THE FUTURE

The 2025-2029 General Capital Program represents one of the most significant financial commitments in the City's history, with over \$700.7 million allocated over the next five years. The \$310.6 million Newton Community Centre will be the largest community centre in the City at approximately 190,000 sq. ft., inclusive of a 50-meter swimming pool and 45,000 sq. ft. library.

By 2050, Surrey is projected to surpass one million residents across 316,000 dwelling units, accounting for 18% of dwellings in the region. Surrey City Centre will play a pivotal role in the City's future as a transit-oriented downtown for the South of the Fraser region of Metro Vancouver. Funding has been allocated in 2025 for the planning and preliminary design of a 10,000-seat sports and entertainment arena in the City Centre which will serve as the first component of the emerging City Centre Entertainment District.

Surrey City Development Corporation ("SCDC"), the City's wholly owned value-added real estate development subsidiary, will work towards delivering Centre Block, a 2+ million sq. ft. development project that will house Simon Fraser University's new School of Medicine along with space for civic, commercial and other institutional uses. SCDC's Gateway project will deliver 1,800 new housing units in six buildings, spurring a positive transition in the City Centre neighborhood.

In 2025, the City will continue to support housing supply, accelerate growth, and foster community development through the HAF Action Plan. Specific initiatives include digital plan reviews, early excavation for multi-family housing, investigating pre-approved plans for certain development types, and exploring phased amenity contributions. The City was approved for an additional \$5.1 million of HAF funding in early 2025, bringing the total grant awarded to Surrey under this program to \$100.7 million. The new funds will generate approximately 150 additional units, focusing on "missing middle" housing and housing near rapid transit.

Council is taking meaningful action on the shortage of affordable housing by approving the use of City-owned land to help facilitate the creation of more rental homes in Surrey. A City-owned site will be used for a purpose-built rental housing

development that will add an estimated 350 new rental homes in Surrey, with a minimum of 20% of the new units rented at below market rates.

Surrey is prioritizing commercial truck parking by expanding the number of designated truck parking spaces in the City. A portion of a vacant City-owned property will be used to create approximately 240 new parking spaces, in addition to the 150 dedicated spaces already in operation. This will be the fifth designated commercial truck parking lot opened in Surrey since last year.

The policing transition is ongoing and will be completed when SPS no longer requires assistance from the RCMP Surrey Provincial Operations Support Unit (comprised of RCMP members supporting SPS). The timeline for this will depend on the pace of SPS hiring, infrastructure development, and file transfers.

During the course of 2024, the City strengthened its financial position and is well poised to continue delivering a high quality of service to our residents and businesses in 2025 and years beyond.

Respectfully submitted,

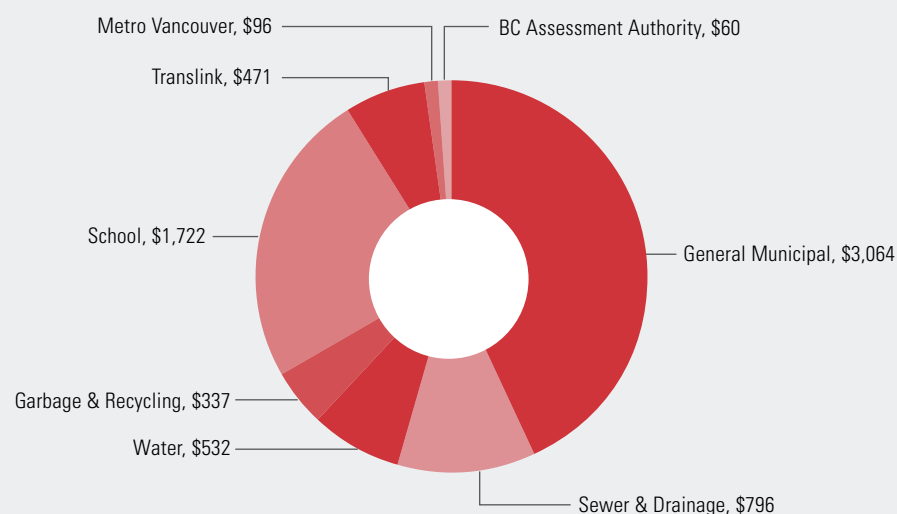


Kam Grewal, BBA, CPA, CMA
CFO/General Manager Finance

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 2024 Annual Financial Report including the audited financial statements, please go to www.surrey.ca.

2024 Average Residential Tax and Utilities Bill*

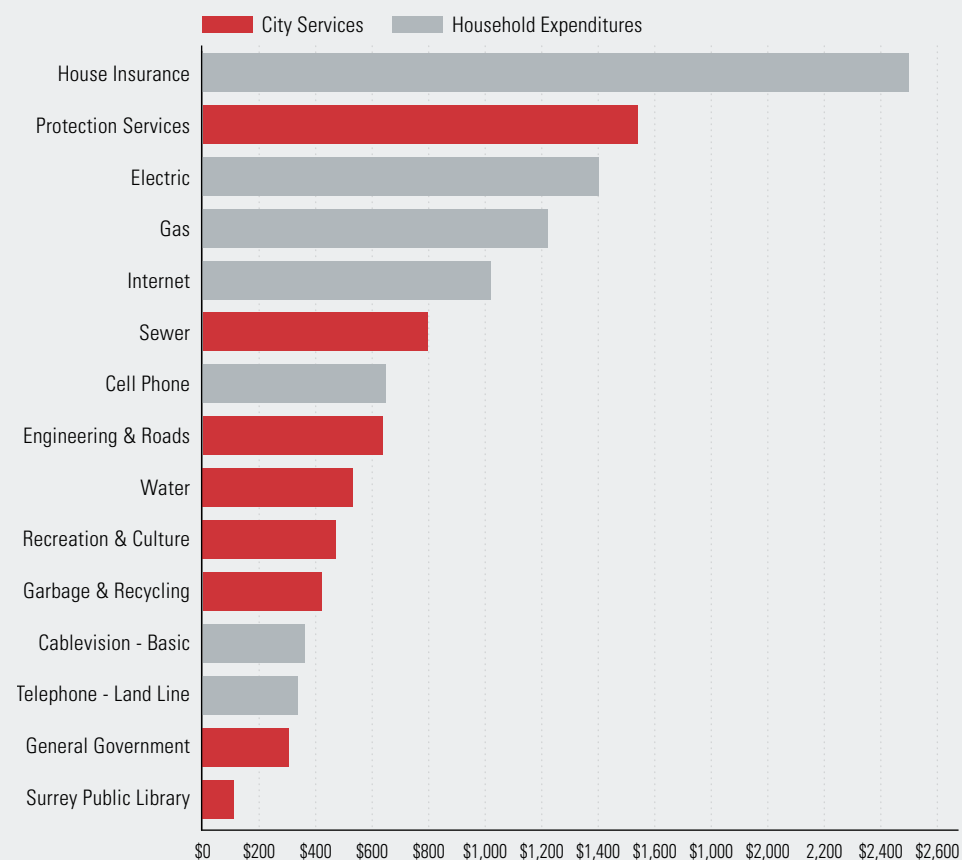
Source: City of Surrey Finance Department



* Based on an Average Residential Dwelling with Assessed Value of \$1,741,553.
 Note: If eligible for full Provincial Home Owner Grant, taxes are reduced by \$570
 (\$845 if over 65 years of age or disabled)

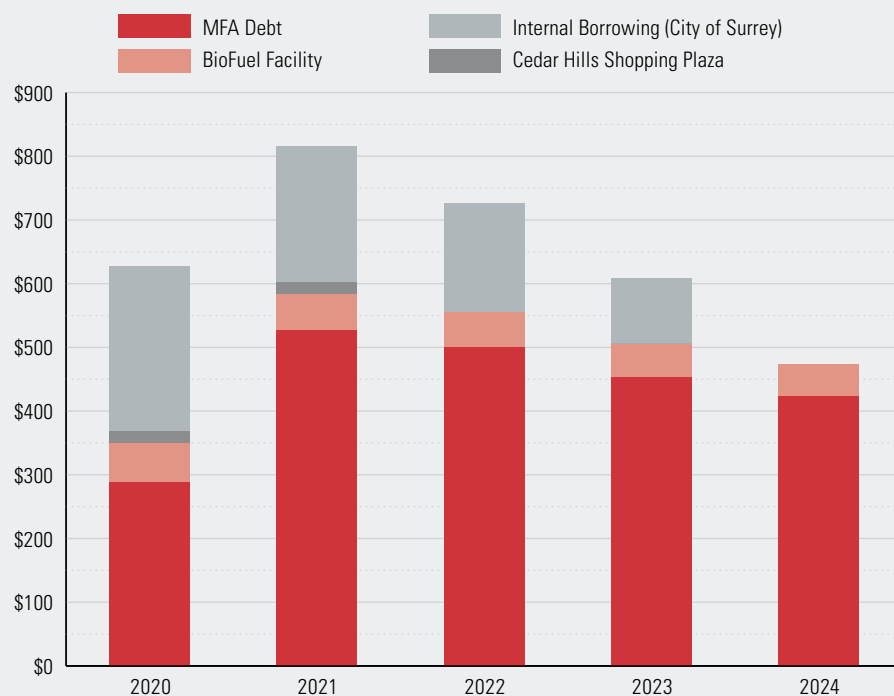
2024 Household Expenditures vs City Services

Source: City of Surrey Finance Department



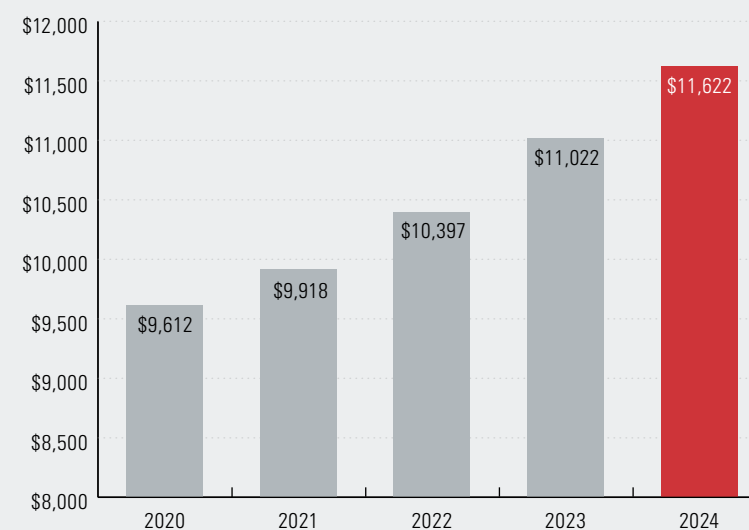
Consolidated Debt Per Capita

Source: City of Surrey Finance Department



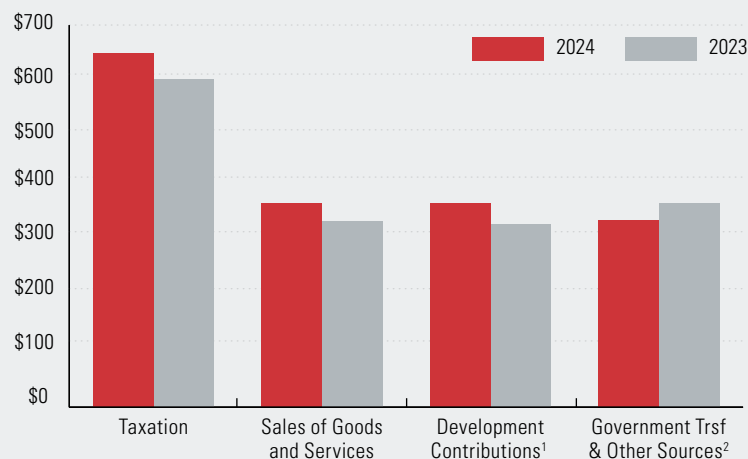
Total Accumulated Surplus (in millions)

Source: City of Surrey Finance Department



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Finance Department



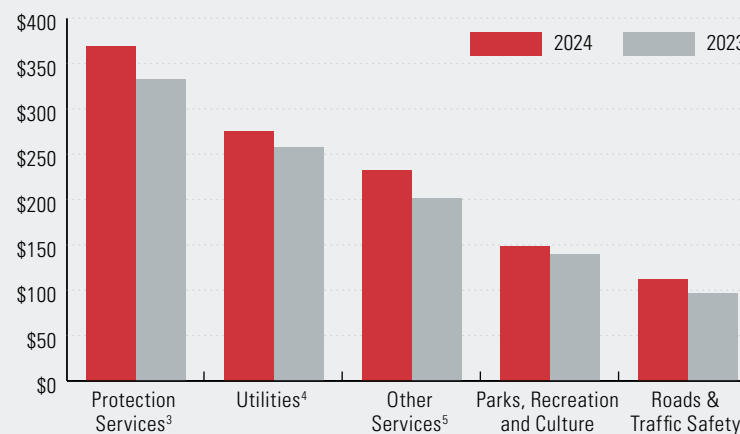
- Taxation revenue increased year over year as a result of a property tax rate increase and physical growth in the number of taxable properties.
- Sales of Goods and Services revenue increased year over year as a result of population growth and rate increases for utility and other fees.
- Developer Contributions revenue increased year over year due to increased development and construction activities.
- Gov't Trsf & Other Sources revenue decreased over prior year due to a significant one-time provincial government grant received in 2023 that did not recur in 2024. This was offset by increase in investment income for 2024 due to elevated interest rates in the first half of 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 additional operating expenditures required for the transition to Surrey Police Service.
- Utilities expenses increased slightly year over year primarily due to an increase in regional district water and sewer service charges during 2024.
- Other Services expenses increased over prior year due to increased operating costs in general government, planning & development as well as Surrey City Energy.
- Parks, Recreation and Culture expenses increased over prior year due to increased operating costs of special events, park improvements, landscaping, renovations and maintenance at pools and arenas.
- Roads & Traffic Safety expenses increased over prior year due to higher costs on various maintenance contracts.

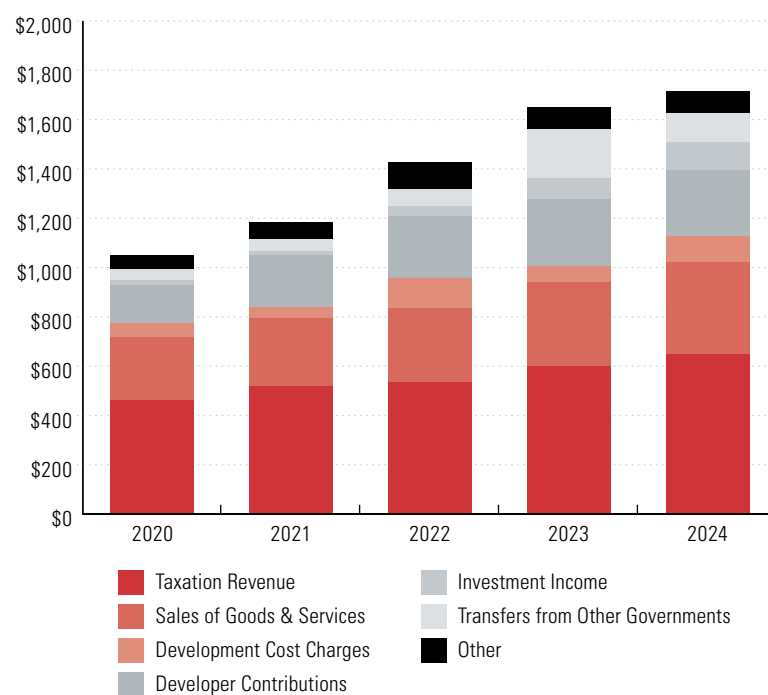
3 Protection Services includes the functions of Police and Fire Services

4 Utilities includes Water, Sewer, Drainage and Solid Waste

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

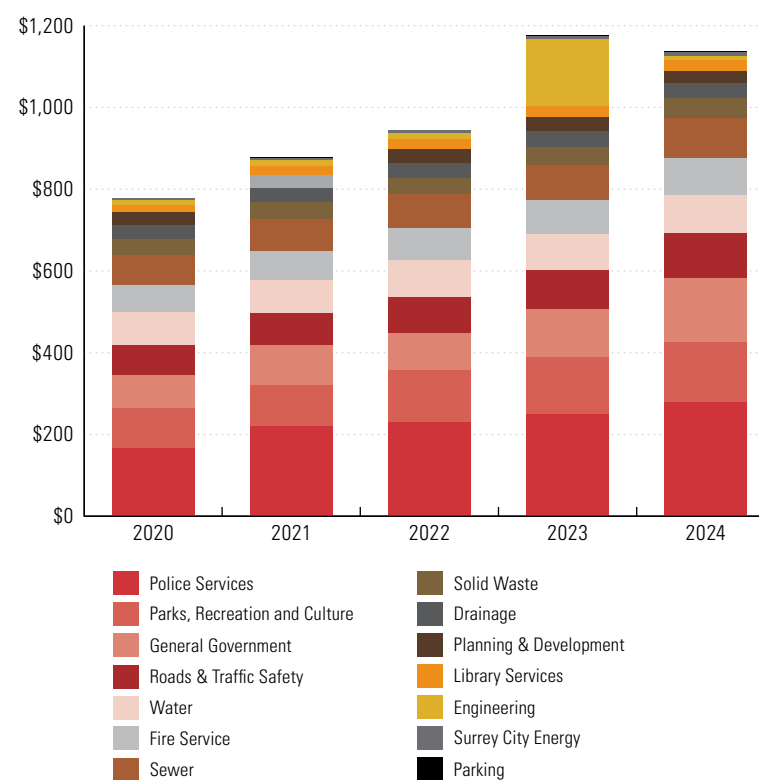
Revenue By Sources (in millions)

Source: City of Surrey Finance Department



Expenses By Function (in millions)

Source: City of Surrey Finance Department



CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2024, with comparative figures for 2023 (in thousands of dollars)

	2024	2023
FINANCIAL ASSETS ¹		
Cash and cash equivalents	\$ 66,994	\$ 117,289
Accounts receivable	305,003	250,872
Portfolio investments	2,176,368	1,903,221
Investments in business partnership	288	423
	2,548,653	2,271,805
LIABILITIES		
Trade and other accounts payable	121,736	112,736
Due to other governments	188,207	165,980
Employee future benefits	33,837	32,469
Deposits and prepayments	357,038	377,563
Deferred revenue	122,891	130,190
Deferred development cost charges	399,149	374,689
Debt	295,608	308,515
Asset retirement obligation	10,381	7,375
	1,528,847	1,509,517
NET FINANCIAL ASSETS ²	1,019,806	762,288
NON-FINANCIAL ASSETS ³		
Tangible capital assets	10,590,549	10,249,683
Inventories of supplies	1,636	1,828
Prepaid expenses	10,601	8,513
	10,602,786	10,260,024
ACCUMULATED SURPLUS ⁴	\$ 11,622,592	\$ 11,022,312

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, 2024 with comparative figures for 2023 – 2020 (in thousands of dollars)

	Budget ² 2024	2024	2023	2022	2021	2020
REVENUES						
Taxation revenue	\$ 631,906	\$ 648,447	\$ 600,073	\$ 533,006	\$ 518,400	\$ 463,081
Sales of goods and services	351,002	372,998	341,138	301,948	275,990	254,553
Development cost charges	83,009	106,775	62,625	122,761	44,991	55,377
Developer contributions	123,332	266,473	273,323	251,365	208,220	155,931
Investment income	93,498	111,917	85,179	40,003	18,015	19,407
Transfers from other governments	142,469	141,487	200,104	76,188	49,839	43,168
Other	70,017	88,518	88,108	105,513	67,666	60,112
TOTAL REVENUES	1,495,233	1,736,615	1,650,550	1,430,784	1,183,121	1,051,629
EXPENSES						
Police services	259,615	279,110	249,745	231,334	219,702	167,134
Parks, recreation and culture	141,364	147,593	140,080	124,741	100,743	95,424
General government	162,628	154,882	115,014	92,876	98,020	82,385
Roads and traffic safety	89,559	111,853	96,066	86,103	79,186	73,879
Water	92,987	92,812	88,886	92,642	80,088	79,191
Fire services	94,392	90,037	82,568	77,803	70,670	67,666
Sewer	99,786	97,519	87,065	81,243	77,091	72,826
Solid waste	45,782	47,294	43,940	39,247	41,719	40,084
Drainage	44,279	37,812	37,411	37,472	35,206	34,079
Planning and development	26,648	30,148	35,731	34,162	31,081	30,369
Library services	26,349	26,106	25,583	24,066	22,360	17,206
Engineering	13,398	11,150	16,140	16,715	15,623	13,362
Surrey City Energy	7,581	7,557	5,908	4,932	3,892	3,196
Parking	2,696	2,462	2,231	2,241	2,224	2,342
TOTAL EXPENSES	1,107,064	1,136,335	1,026,368	945,577	877,605	779,143
ANNUAL SURPLUS³	388,169	600,280	624,182	485,207	305,516	272,486
Accumulated Surplus, beginning of year	11,022,312	11,022,312	10,398,130	9,912,923	9,612,337	9,339,851
Accumulated Surplus, end of year	\$ 11,410,481	\$ 11,622,592	\$ 11,022,312	\$ 10,398,130	\$ 9,917,853	\$ 9,612,337

¹ The statement of operations shows the sources of revenues and expenses, the annual surplus or deficit and the change in the accumulated surplus.

² The budget numbers represent the City's plan for revenue and expenses adopted in 2024 budget.

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

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

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

City of Surrey

13450 – 104 Avenue
Surrey, British Columbia
V3T 1V8 Canada
Tel: 604-591-4011
Hours: 8:30 am to 4:30 pm
Website: surrey.ca

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 Police Service

Non-emergency: 604-599-0502
Emergency calls only: 911
Email: info@surreypoliceboard.ca

ADMINISTRATIVE & REGULATORY:

City Manager's Office

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

Corporate Services Department

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

Finance Department

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

Mayor and Council

Mayor: 604-591-4126
Council Office: 604-591-4805
Email: Mayor@surrey.ca

OTHER SERVICES:

Cemetery Services at 14850 – 28 Avenue

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

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

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 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

Surrey Public Library

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

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