

A photograph of a modern building's interior, featuring a long, brightly lit hallway with a polished floor. The walls are clad in copper panels, and the ceiling has recessed lighting. Glass railings with wooden handrails line the hallway. The overall design is contemporary and architectural.

2015 ANNUAL REPORT HIGHLIGHTS



FOR THE YEAR ENDED DECEMBER 31, 2015

SURREY, BRITISH COLUMBIA, CANADA

WWW.SURREY.CA

CONTENTS

INTRODUCTION

Award for Outstanding Achievement in Popular Annual Financial Reporting	3
Message from the Mayor	4
City Council & Surrey Officers	5
Surrey Facts & History	6
Awards	9
Achievements	11
Finance Report	14
Financial Information	16
Consolidated Statement of Financial Position	21
Consolidated Statement of Operations	22
Services & Contact Information	23

This report features highlights from Surrey's 2015 Annual Report. For the detailed 2015 Annual Report that meets legislated requirements, please visit www.surrey.ca (Home > City Government > City Departments > Finance & Technology > Financial Documents).

The 2015 Annual Report Highlights is available for the general public electronically on the City of Surrey's website. Hard copies are available upon request.



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, 2014


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, 2014. 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 2015 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.

As a city 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 through an expanded transit system. This system will play a vital 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 eighteenth consecutive year.

With the constant hard work and support of our citizens, businesses, community leaders and administration, Surrey is destined for a prosperous future. City Council takes tremendous pride in our desirable 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
Chief Librarian, Director of Library Services
City Solicitor
Fire Chief
General Manager, Engineering Department
General Manager, Finance & Technology Department

V. Lalonde
M. Houlden
C. MacFarlane
Chief L. Garis
F. Smith
V. Wilke

General Manager, Human Resources Department
General Manager, Parks, Recreation & Culture Department
General Manager, Planning & Development Department
Officer in Charge, Surrey RCMP Detachment
Assistant Commissioner B. Fordy

N. Webb

L. Cavan

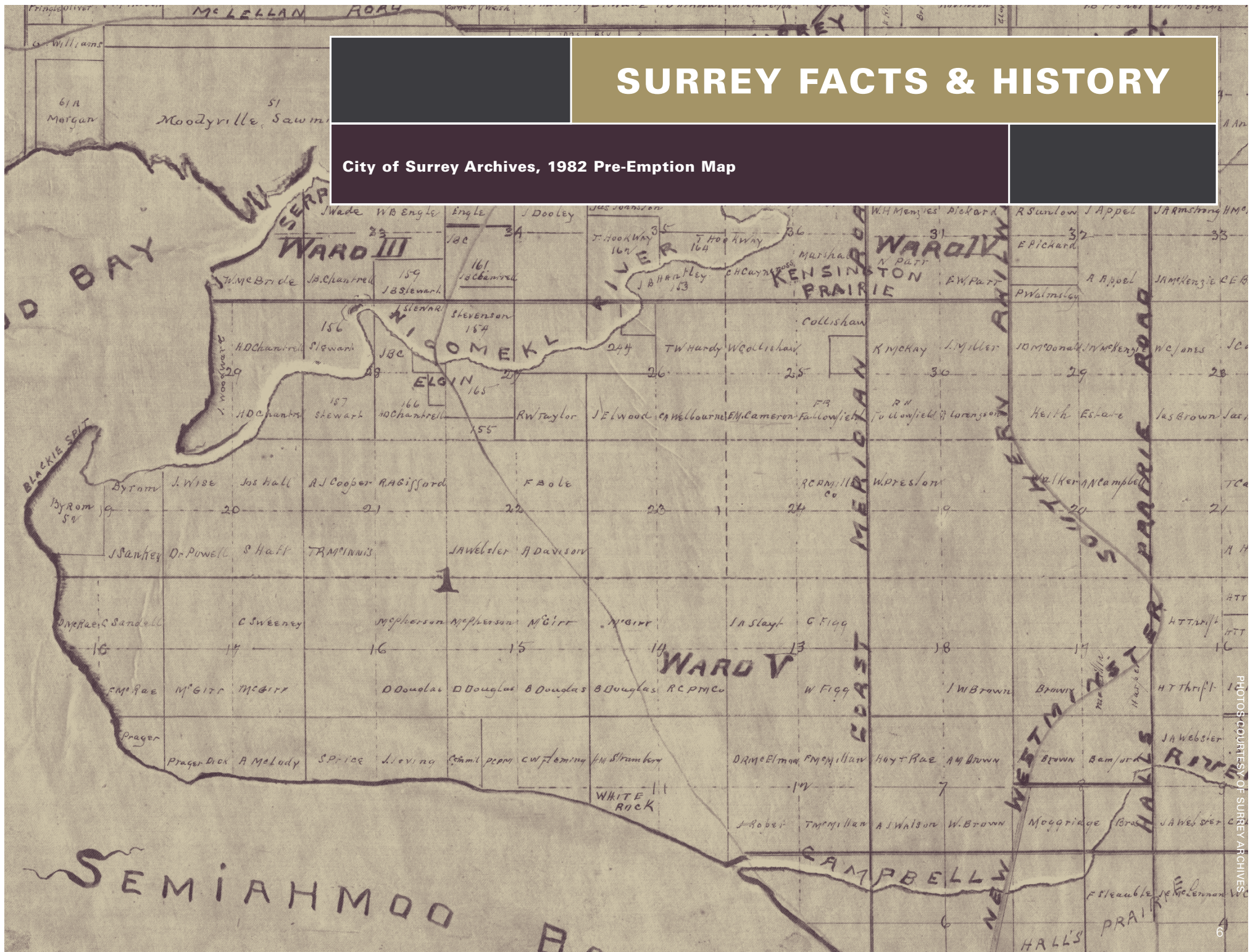
J. Lamontagne

Auditors - KPMG LLP

Bankers - Royal Bank of Canada

SURREY FACTS & HISTORY

City of Surrey Archives, 1982 Pre-Emption Map



SURREY HISTORY IN BRIEF

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 516,650 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).

1855	Gold discovered	2005	Surrey citizens elected its first female Mayor and its first Indo-Canadian Councillor
1860	Hand logging started along Fraser River	2008	Surrey awarded the Cultural Capital of Canada designation from the Department of Canadian Heritage
1879	Surrey incorporated as a district municipality consisting of 35 property owners	2009	Surrey adopted a new corporate image with a new logo and the tagline "the future lives here" The Surrey Sustainability Charter was published
1881	First Town Hall built at Surrey Centre	2010	Surrey served as an official venue for the 2010 Winter Olympics and hosted a celebration site situated at Holland Park
1882	'K de K' started ferry service across Fraser River	2011	First major Canadian city to host an electric vehicle charging station at City Hall 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" Surrey's population surpassed 500,000
1929	Surrey Leader newspaper first published	2014	The new Surrey City Hall officially opened its doors 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	Surrey named one of the Top 7 Intelligent Communities of 2015 by New York based think tank Intelligent Community Forum The world class FINA-certified Guildford Aquatic Centre opens to the public
1940	King George Highway officially opened		
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		

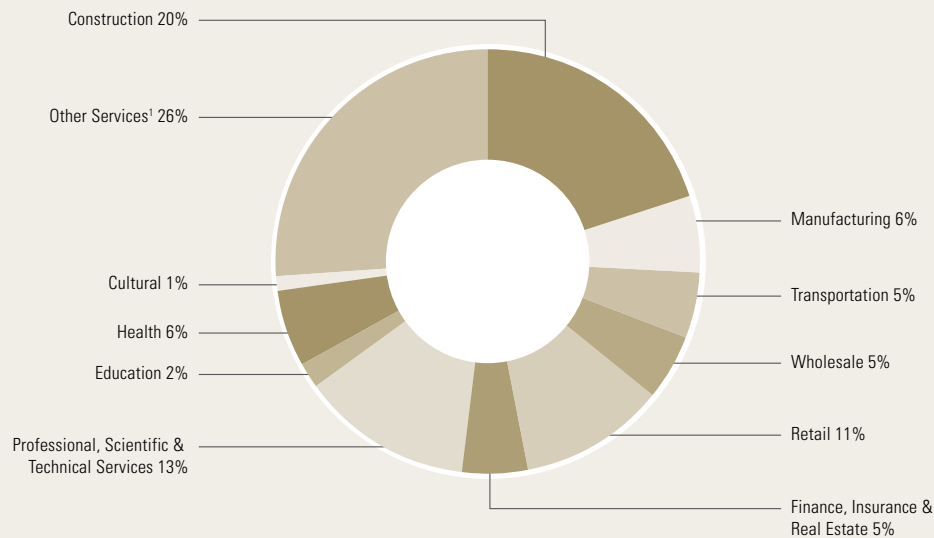
SURREY ECONOMY IN BRIEF

Surrey City Council's "open for business" attitude is attracting international attention. Over 15,900 businesses are based in Surrey, and approximately 2,200 new business licenses were issued in 2015. 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

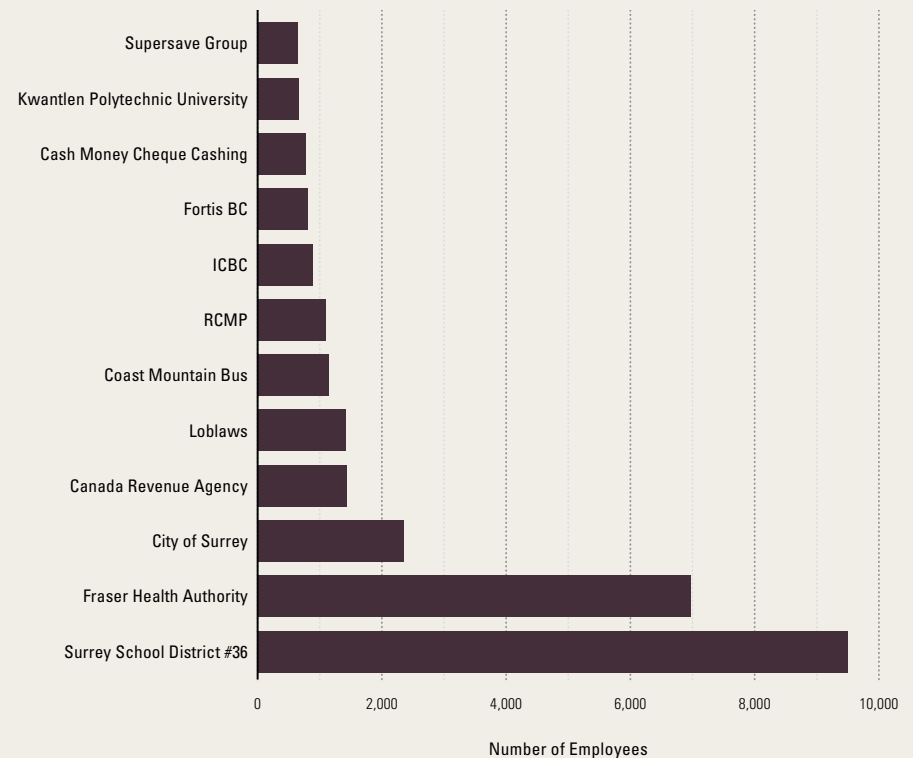
Source: City of Surrey Economic Development Division



¹ Other Services includes: rental and leasing, administrative and support, repairs and maintenance, and personal care services.

Largest Employers in Surrey

Source: City of Surrey Economic Development Division



AWARDS

In 2015, the City of Surrey was recognized as BC's Top Employer, Canada's Best Diversity Employer and Canada's Top Employer for Young People by Canada's Top 100 Employers, an annual editorial competition.



AWARDS

The City of Surrey continues to be recognized for its excellence and innovation; honoured in 2015 with the following awards:

ARCHITECTURAL EXCELLENCE

Architectural Institute of BC (AIBC)

Awarded to the City for the construction of the Newton Athletic Field House.

BC'S TOP EMPLOYER

CANADA'S BEST DIVERSITY EMPLOYER

CANADA'S TOP EMPLOYER FOR YOUNG PEOPLE

Canada's Top 100

Canada's Top 100 Employers is an annual editorial competition to recognize the nation's best places to work. The City placed as one of the top 100 in the above-noted three categories.

CANADIAN AWARD FOR FINANCIAL REPORTING

Government Finance Offers Association (GFOA)

The City's 2014 Annual Report won the Canadian Award for Financial Reporting from the GFOA of the United States and Canada for the 18th consecutive year.

DISTINGUISHED BUDGET PRESENTATION AWARD

Government Finance Offers Association (GFOA)

Awarded to the City for the 2015 – 2019 Financial Plan.

FINANCIAL REPORTING HIGHLIGHTS AWARD

Government Finance Offers Association (GFOA)

Awarded to the City for the 2014 Annual Report Highlights.

CITY OF EXCELLENCE AWARD

BC Municipal Safe Association

BEST PRACTICES, COMMUNITY CONNECTIONS

BEST PRACTICES, EXCELLENCE IN ACTION

Union of BC Municipalities

Awarded to the City for its best practices in community engagement with its MySurrey and Surrey Request Apps and its best practices with replacing copper wire used in street lights.

COMMUNITY RECREATIONAL EXCELLENCE AWARD

Fraser Valley Real Estate Board

CTAC INNOVATION AWARD

CSDC Systems

Awarded to the City for its Traffic Obstruction Permit Road Booking System.

INNOVATION IN A PARKING OPERATION OR PROGRAM

International Parking Institute

INNOVATIVE EMPLOYER AWARD

INNOVATIVE EMPLOYER AWARDS LARGE BUSINESS CATEGORY OVER 500

Innovative Labour Solutions Awards

Awarded to the City for its Inclusive Employment Practices and its Cemetery Services.

MOST SMALL BUSINESS FRIENDLY COMMUNITY

Small Business Roundtable

PROGRAM EXCELLENCE – THE RE-ENACTORS:

SURREY'S TRUE STORIES, HERITAGE PROGRAM

British Columbia Recreation and Parks Association

Awarded to the City for its Heritage Program.

STAN ROGERS MEMORIAL AWARD

Economic Development Association of BC

Awarded to the City for its Innovation Boulevard.

TOP DESTINATION TO START A NEW BUSINESS

Vancity

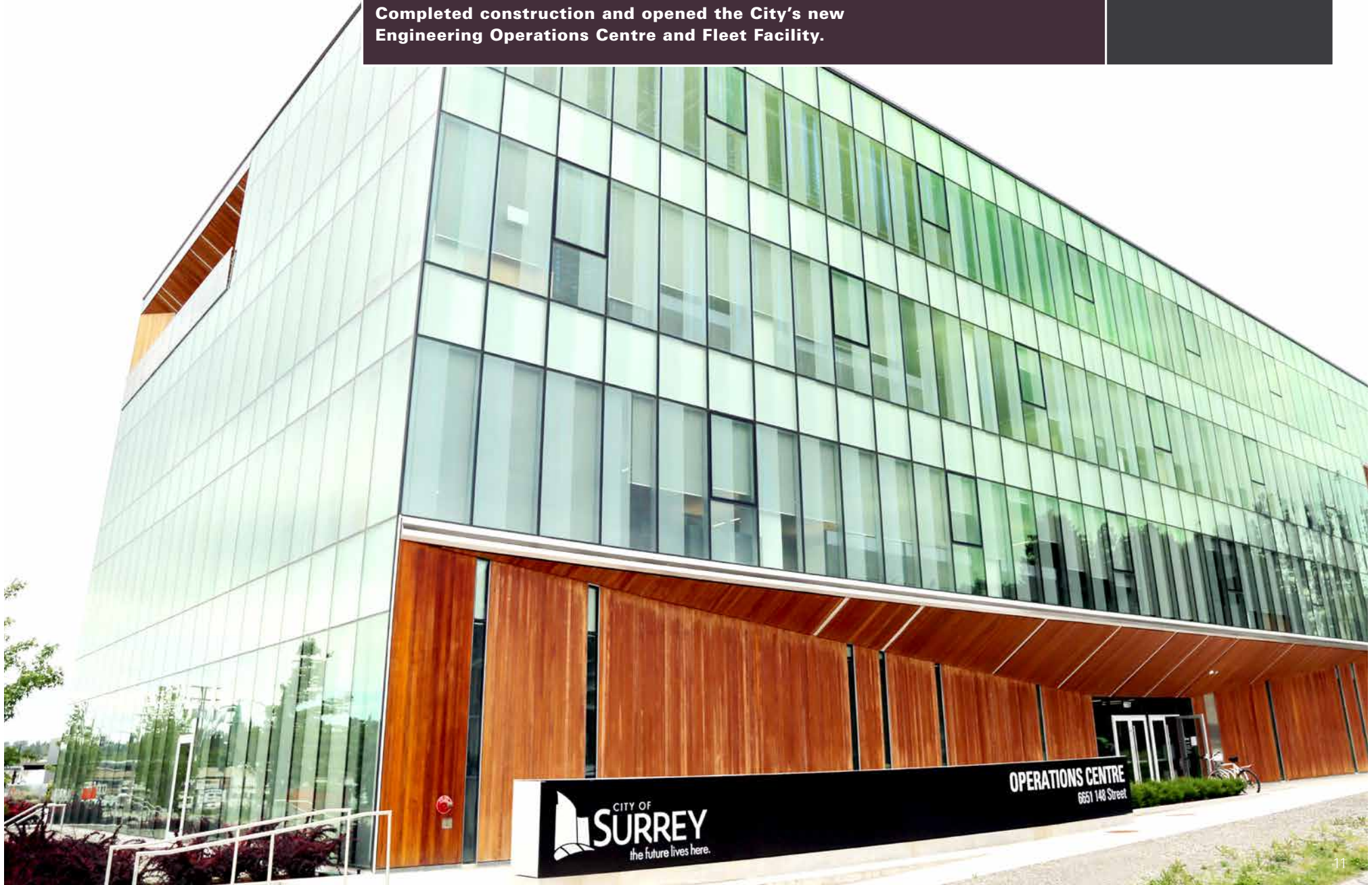
WORLD'S TOP 7 INTELLIGENT COMMUNITIES

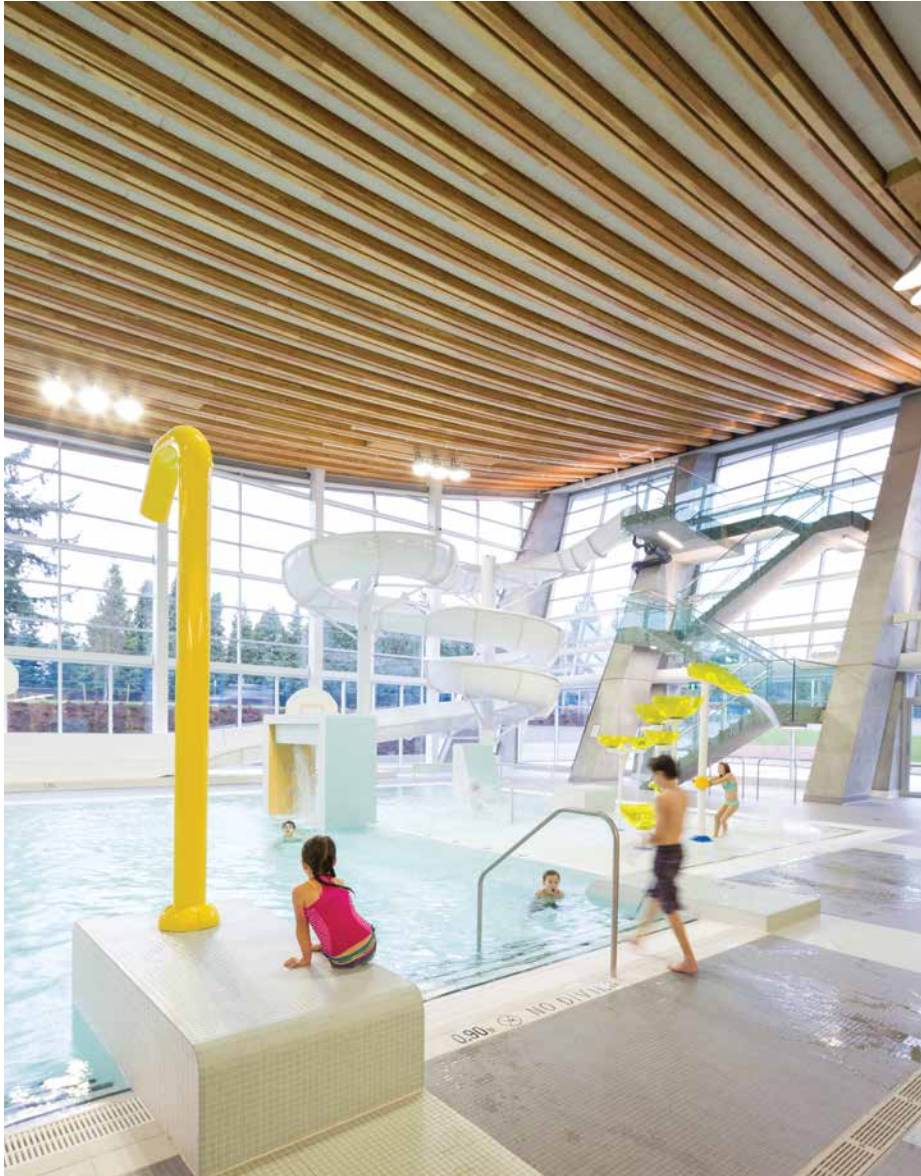
Intelligent Community Forum (ICF) - New York-based think tank

Awarded to the City for best practices in adapting to the demands and seizing the opportunities presented by information and communications technology.

ACHIEVEMENTS

Completed construction and opened the City's new Engineering Operations Centre and Fleet Facility.





A population of over 500,000, 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 2015 were:

- Delivered over \$68 Million of infrastructure investment, spanning 185 capital projects that ranged from road widening, to traffic and pedestrian mobility and safety improvements, water and sanitary improvements, and flood protection works.
- Opened the new Guildford Pool and completed construction of the Grandview Heights Pool.
- Completed construction and opened the City's new Engineering Operations Centre and Fleet Facility.
- Commenced operation of the City's district energy utility, 'Surrey City Energy' and built new District Energy infrastructure to serve new development in the Surrey Central, King George and Gateway areas, including distribution piping, energy centre and energy transfer stations within the buildings.
- Began construction on the public/private partnership of one of the largest Organics Biofuel Facilities in Canada and an expansion on the City's District Energy System.
- Completed, with TransLink, design and costing work for business case development required for federal and provincial funding of 27 km of LRT in Surrey and Langley; the LRT project was successfully screened in to Round 7 of PPP, Canada's P3 funding program.
- Supported the Foresight Cleantech Accelerator Centre in establishing the Advanced Resource Clean Technology Innovation Centre, a \$2.6 million federally funded initiative to stimulate clean tech innovation for Canada's resource industry.

ACHIEVEMENTS

- Successfully applied for a 3-year contract from the Federal Government to coordinate and facilitate the Local Immigration Partnership Program in Surrey.
- Purchased \$17.3 million in Parkland acquisitions which resulted in 54 acres being added to the City's park inventory during 2015.
- Effectively assessed and remodelled the City's approach to illegal dumping operations which will result in a 24% decrease in costs (\$240,000) over a one year period.
- Received the Premier's Award for Innovation and Excellence for Roberts Bank Rail Corridor; and UBCM Community Excellence Award for Best Practices, Excellence in Action for the Street Light Wire Replacement project.
- Received the Canadian Award for Financial Reporting for the 2014 Annual Report and Distinguished Budget Presentation Award for the 2015-2019 Financial Plan.
- Remained a Top Employer in BC for the eleventh consecutive year, awarded 2015 Canada's Top Employer for Young People and awarded 2015 Canada's Best Diversity Employer.
- Recognized as one of the Top 7 Intelligent Communities in the world by New York-based think tank Intelligent Communities Form.
- Achieved \$5,881,000 in partnership and sponsorship revenues that helped contribute to operating efficiencies in Parks, Recreation and Culture.
- Prepared the 2015 Literacy Day Report which highlighted the economic impact of libraries.
- Hosted 3,229,100 user visits to the City's recreation facilities.
- Completed the Poverty Reduction Plan.
- Enhanced the operation of the new Traffic Management Centre with development of operating procedures and expanded infrastructure, such as CCTV cameras at 75 new locations, for a total of 400 CCTV cameras.



FINANCIAL REPORT

Surrey's financial system continues to evolve to provide a framework for more efficient processing of information in the Core Financial and Procure to Pay streams.

REPORT *from the* General Manager, Finance & Technology

It is my pleasure to submit the Annual Financial Report Highlights for the year ended December 31, 2015.

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 2015. In the residential development community, the shift toward the construction of multi-family dwellings has continued into 2015. Another healthy sign of development was the significant activity in the commercial sector; this was particularly evident in the City Centre and in the Grandview Heights area. In addition, industrial development continues to show growth in the Campbell Heights area.

2015 in Review

- Consolidated revenues increased to \$854.6 million compared to \$846.9 million in 2014, resulting from additional property taxes, utility fees and secondary suite fees, although lower government transfers and developer contributions were recorded.
- Consolidated expenses increased to \$671.7 million compared to \$656.2 million in 2014 attributable to increase in the RCMP contract, reflecting the cost of new members, and increases in Parks, Recreation and Culture programming.
- The City's statutory reserve funds amount was \$111.0 million compared to \$95.7 million at the end of 2014. This increase was mainly due to the sale of lands in Campbell Heights.
- The deferred development cost charge balance was \$239.6 million, an increase over the balance of \$229.6 million at the end of 2014, reflecting the City's steady development activity.

- Consolidated Net Financial position increased to \$33.1 million compared to \$(9.5) million in 2014, mainly due to the City's annual consolidated surplus (revenues exceeding expenses) of \$183 million offset by net capital acquisitions.
- Consolidated non-financial assets increased to \$8.1 billion compared to \$8.0 billion in 2014. 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. 2015 marked the official opening of New Guildford Pool and the completion of the Grandview Heights Pool and the City's New Worksyd facility. The City also began construction on the public/private partnership of one of the largest Organics Biofuel Facilities in Canada and an expansion on the City's District Energy System. In addition, planning has started on 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, 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.



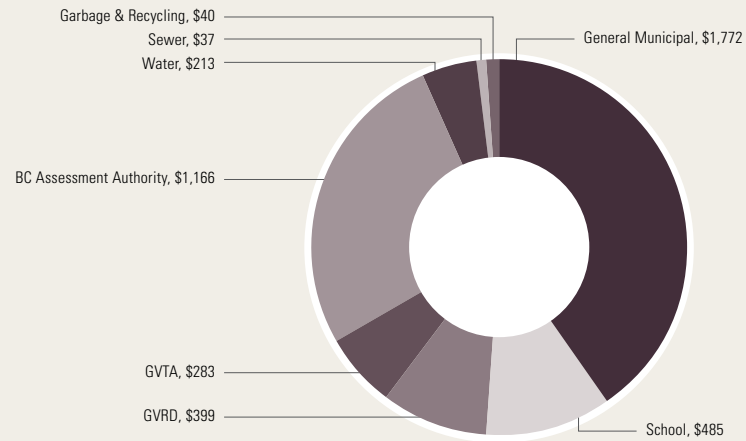
Vivienne Wilke, CPA, CGA
General Manager, Finance & Technology

FINANCIAL INFORMATION

Financial data used to prepare the following information is taken directly from the Consolidated Financial statements and is presented here for highlight purposes only. This information is presented in conformity with generally accepted accounting principles (GAAP). For a copy of the full 2015 Annual Report including the audited Financial Statements, please go to www.surrey.ca

2015 Average Residential Tax and Utilities Bill*

Source: City of Surrey Financial Services Division

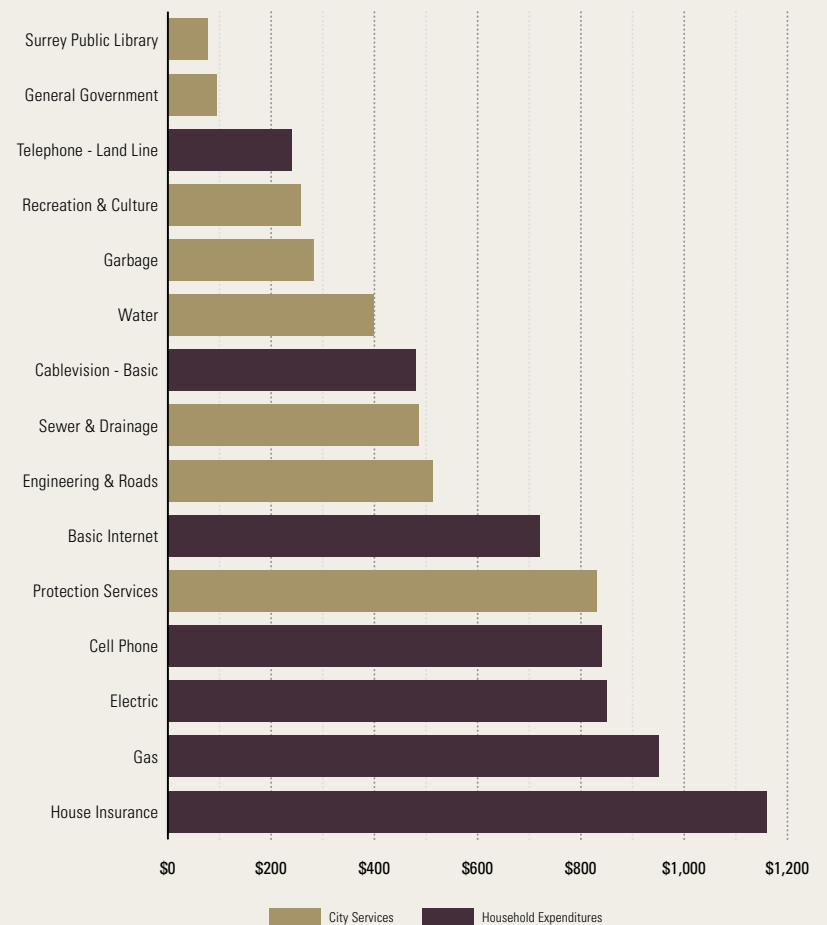


* Based on an Average Residential Dwelling with Assessed Value of \$671,187

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

2015 Household Expenditures vs City Services

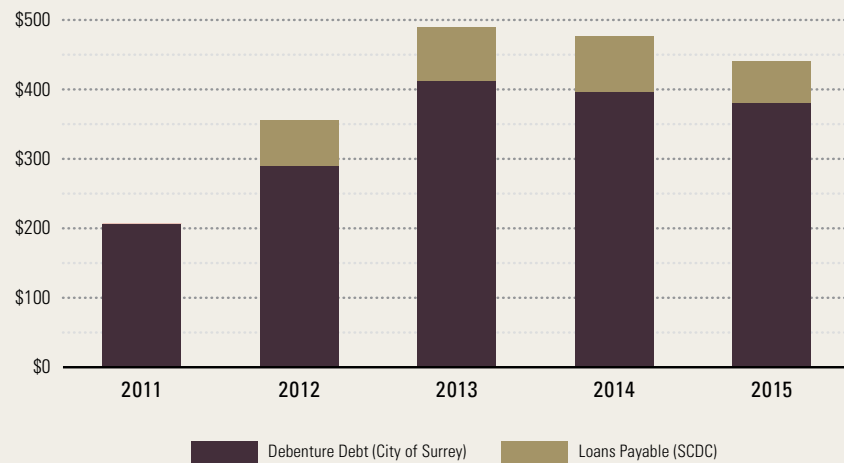
Source: City of Surrey Financial Services Division



FINANCIAL INFORMATION

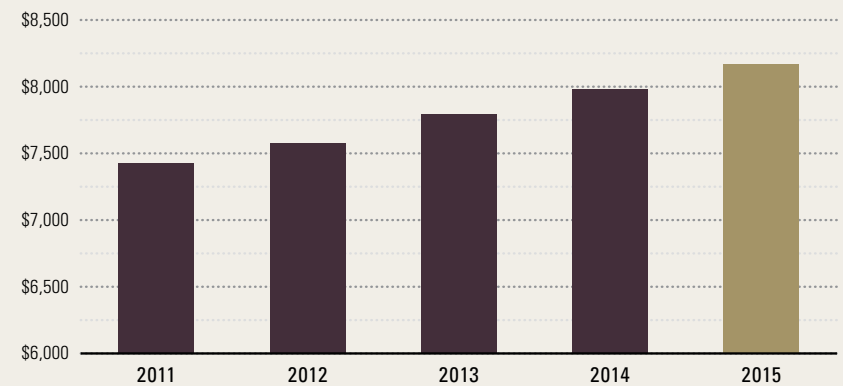
Consolidated Debt Per Capita

Source: City of Surrey Financial Services Division



Total Accumulated Surplus (in millions)

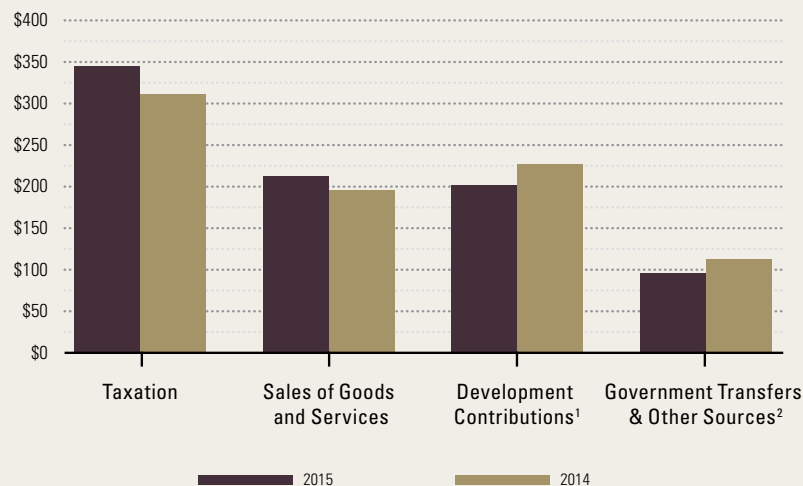
Source: City of Surrey Financial Services Division



FINANCIAL INFORMATION

Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Financial Services Division



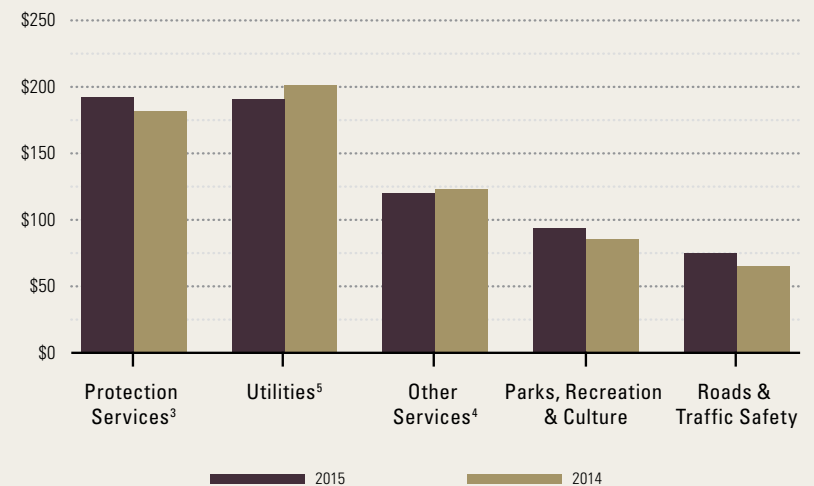
- Taxation revenue increased year over year resulting from tax increases and growth.
- Sales of Goods and Services revenue increased year over year resulting from growth in registered Secondary Suites and Fee rate increases.
- Development Contributions revenue decreased year over year due to a reduction of Contributed Assets from developments.
- Government Transfers & Other Sources revenue decreased year over year due to fewer government funded projects during 2015 compared to 2014.

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 expenditure increased year over year resulting from the increase in RCMP members.
- Utilities expenditure decreased year over year primarily due to a reduction in project cost expenditures during 2015 compared to 2014.
- Other Services expenditures decrease primarily due to a reduction in general government expenditures.
- Parks, Recreation and Culture increased year over year resulting from the additional operating costs of new facilities.
- Roads & Traffic Safety expenditure increased year over year resulting from increased project cost expenditures during 2015 compared to 2014.

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

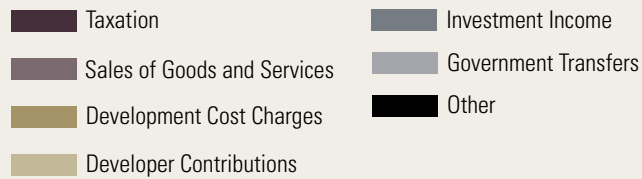
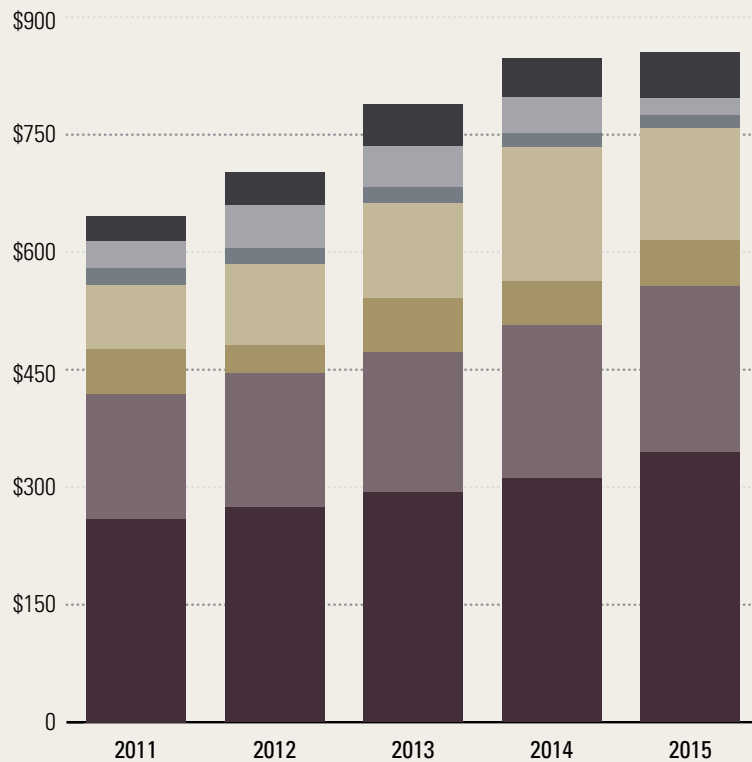
⁵ Utilities includes Water, Sewer, Drainage and Solid Waste

CITY OF SURREY

FINANCIAL INFORMATION

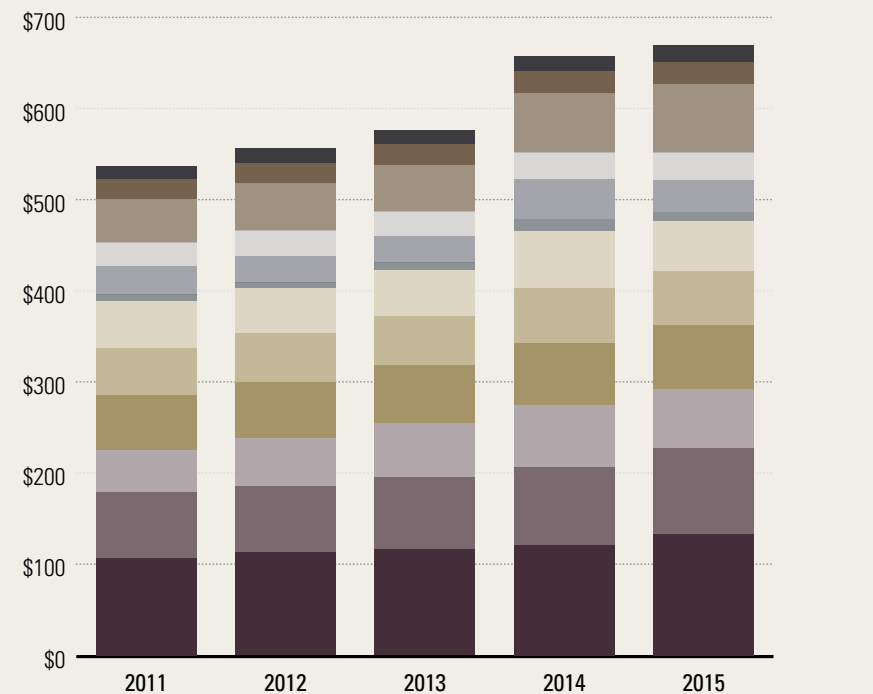
Revenue By Sources (in millions)

Source: City of Surrey Financial Services Division



Expenses By Function (in millions)

Source: City of Surrey Financial Services Division



* Expenses for Surrey City Energy and Parking are included in Engineering

FINANCIAL INFORMATION

CONSOLIDATED REVENUES (IN THOUSANDS):

	2015	2014	2013	2012	2011
Taxation	\$ 344,656	\$ 311,024	\$ 293,292	\$ 274,001	\$ 259,526
Sales of Goods and Services	211,925	195,356	179,802	171,352	159,469
Development Cost Charges	58,598	56,611	68,383	36,405	57,045
Developer Contributions	143,003	170,536	123,067	104,181	83,111
Investment Income	16,437	18,454	20,189	19,410	20,890
Government Transfers	22,000	46,129	52,502	55,424	34,695
Other	58,016	48,764	53,394	42,599	33,002
	\$ 854,636	\$ 846,874	\$ 790,629	\$ 703,372	\$ 647,738

CONSOLIDATED EXPENSES BY FUNCTION (IN THOUSANDS):

	2015	2014	2013	2012	2011
Police Services	\$ 133,003	\$ 120,938	\$ 116,146	\$ 113,211	\$ 107,127
Parks, Recreation & Culture	93,830	84,583	79,552	72,781	72,198
General Government	65,306	69,393	59,271	52,497	45,996
Surrey City Energy	257	310	420	431	-
Parking	1,982	1,457	22	-	-
Water	70,229	67,490	63,216	61,810	60,192
Fire Services	58,858	61,114	53,969	52,681	52,073
Sewer	54,884	61,797	49,638	49,574	50,625
Engineering	9,717	12,061	8,970	5,751	7,639
Drainage	35,421	42,600	28,812	28,798	30,690
Solid Waste	30,627	29,540	26,727	27,590	25,582
Roads & Traffic Safety	75,269	64,790	50,576	51,636	47,802
Planning & Development	24,003	24,383	22,651	22,363	20,638
Library Services	18,283	15,780	14,590	15,800	14,874
	\$ 671,669	\$ 656,236	\$ 574,560	\$ 554,923	\$ 535,436

FINANCIAL INFORMATION

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2015, with comparative figures for 2014 (in thousands of dollars)

	2015	2014
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 20,129	\$ 55,135
Accounts receivable	109,251	144,673
Properties held-for-sale	42,506	31,115
Investments	698,709	582,457
	870,595	813,380
LIABILITIES		
Accounts payable & accrued liabilities	143,826	154,334
Deposits and prepayments	194,784	170,524
Deferred revenue	31,305	26,443
Deferred development cost charges	239,631	229,595
Debt	227,918	241,976
	837,464	822,872
NET FINANCIAL ASSETS (DEBT)²	33,131	(9,492)
NON-FINANCIAL ASSETS³		
Tangible capital assets	8,130,440	7,989,977
Inventories of supplies	857	1,011
Prepaid expenses	3,997	3,962
	8,135,294	7,994,950
ACCUMULATED SURPLUS⁴	\$ 8,168,425	\$ 7,985,458

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.

FINANCIAL INFORMATION

CONSOLIDATED STATEMENT OF OPERATIONS¹

For the year ended December 31, 2015, with comparative figures for 2014 (in thousands of dollars)

	2015 Budget ²	2015	2014
REVENUES			
Taxation revenue	\$ 349,723	\$ 344,656	\$ 311,024
Sales of goods and services	211,280	211,925	195,356
Development cost charges	147,580	58,598	56,611
Developer contributions	157,158	143,004	170,536
Investment income	20,150	16,437	18,454
Transfers from other governments	46,189	22,000	46,129
Other	53,718	58,016	48,764
TOTAL REVENUES	985,798	854,636	846,874
EXPENSES			
Police services	134,026	133,003	120,938
Parks, recreation and culture	97,655	93,830	84,583
General government	80,117	65,306	69,393
Water	73,069	70,229	67,490
Fire services	59,966	58,858	61,114
Sewer	58,042	54,884	61,797
Engineering	5,599	9,717	12,061
Drainage	39,229	35,421	42,600
Solid waste	31,934	30,627	29,540
Roads & traffic safety	72,347	75,269	64,790
Planning and development	27,593	24,003	24,383
Parking	349	1,982	1,457
Surrey City Energy	590	257	310
Library services	19,008	18,283	15,780
TOTAL EXPENSES	699,524	671,669	656,236
ANNUAL SURPLUS³	286,274	182,967	190,638
Accumulated Surplus, beginning of year	7,985,458	7,985,458	7,794,820
Accumulated Surplus, end of year	\$ 8,271,732	\$ 8,168,425	\$ 7,985,458

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.

SERVICES & CONTACT INFORMATION

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

Legislative Services

Enquiries: 604-591-4132
Email: Clerks@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

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: 604-591-4475
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: 604-588-4000

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: 604-590-7289
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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PREPARED BY THE CITY OF SURREY FINANCE & TECHNOLOGY DEPARTMENT