



SURREY
POLICE SERVICE

SAFER. STRONGER. TOGETHER.

2024

**REPORT TO
THE COMMUNITY**





A MESSAGE FROM THE BOARD CHAIR

At the end of 2024, the Province of British Columbia appointed Directors to the Surrey Police Board to continue the transition to Surrey Police Service (SPS) as police of jurisdiction. The information in this report reflects mostly on the work of SPS that was done under the guidance and oversight of a provincially appointed Administrator. The Board is grateful for the steady hand and exceptional job of Administrator Mike Serr to support the progress of SPS and ensure effective civilian oversight.

The Board is now responsible for overseeing SPS as police of jurisdiction in Surrey. We recognize the significance of our role in understanding community priorities for policing and law enforcement, establishing a budget for adequate and effective policing, and monitoring the SPS budget and overall performance. As a Board, we are committed to transparency in decisions that impact the work of SPS and the public interest we serve.

A great amount of gratitude is owed to the people of SPS. Thank you for remaining dedicated to your profession and public safety in Surrey through some very challenging times. You are the

fabric of SPS and your enduring commitment will have a lasting legacy in Surrey and for Semiahmoo First Nation.

I am proud to sit on this police board with a diverse range of people. It is our diversity—in thought, in life experience, and in world views—that makes this board exceptional. Thank you to my fellow Directors for dedicating your time and expertise to civilian oversight in Surrey. And thank you to the public and SPS staff for placing your trust in us.

**Xwopokton
(Harley Chappell)**

SURREY POLICE BOARD

- | | | |
|----------------------|------------------------|-----------------------|
| NERISSA ALLEN | HARLEY CHAPPELL | CHRISTINE MOHR |
| SARBJIT BAINS | BILAL CHEEMA | SONIA PARMAR |
| JAMES CARWANA | ARCHIE JOHNSTON | ROB STUTT |

A MESSAGE FROM THE CHIEF CONSTABLE

2024 was the most significant year in our short history, as Surrey Police Service (SPS) officially became the police of jurisdiction for the City of Surrey. At midnight on November 29, 2024, I had the honour of making the first police radio broadcast for SPS, marking one of the biggest highlights of my policing career and the beginning of a new era of policing in Surrey.

I am very proud of the work that SPS staff and the Surrey Police Board have done over the past four years to build a new police service tailored to Surrey and to prepare SPS to assume responsibility for policing.

I also express my deep gratitude to the members of the RCMP—past and present—who have served in Surrey over the past 73 years. Your legacy of an unwavering commitment to public safety in the City of Surrey is greatly appreciated and will always be an important part of Surrey’s policing history.

At this time, the RCMP continues to serve in Surrey through the new RCMP Surrey Provincial Operations Support Unit. This temporary unit is supporting policing in Surrey until the transition is fully completed.

In 2025 and beyond, SPS will work with residents and stakeholders to continue the development of a community-based police service that is reflective and respectful of Surrey’s many diverse communities. We will also focus on the areas that were identified as key priorities in our 2024 community consultation: providing a timely response to calls for service, ensuring SPS officers are visible in the community, building relationships, providing early intervention and prevention services for youth, and working with the appropriate partners to address public safety issues stemming from homelessness, mental health conditions, and gang activity.

Thank you for welcoming us as your new police service—it is truly an honour to serve Surrey.

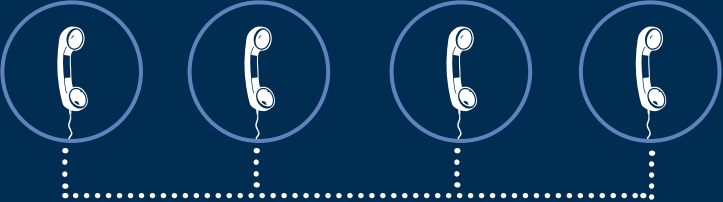
Chief Constable Norm Lipinski

LAND ACKNOWLEDGEMENT

Surrey Police Service recognizes that our work takes place on the ancestral and traditional territories of the Coast Salish peoples, including the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, and Tsawwassen First Nations.

2024 POLICE SERVICE STATISTICS

CALLS FOR SERVICE AND POLICE RESPONSE



189,104
209,117 (2023)
CALLS FOR SERVICE



87,932
103,623 (2023)
9-1-1



82,986
80,642 (2023)
NON-EMERGENCY



00:07:06
00:06:55 (2023)
PRIORITY 1 POLICE
RESPONSE TIME

(Statistics are for
Surrey Police Service, Surrey
RCMP, and the Surrey Provincial
Operations Support Unit)



5,794
7,245 (2023)

MENTAL
HEALTH CALLS
FOR SERVICE



3,381
3,520 (2023)

MISSING
PERSONS



12
22 (2023)

FATAL TRAFFIC
COLLISIONS



1,551
1,987 (2023)

IMPAIRED
DRIVERS

POLICE PERSONNEL

2024 HIRING



91 EXPERIENCED
OFFICERS



15 CIVILIAN
EMPLOYEES



34 RECRUIT
CONSTABLES



386 CIVILIAN EMPLOYEES
TRANSFERRED TO SPS

STAFFING AS OF APRIL 2025

989 TOTAL
SPS STAFF = **525** POLICE
OFFICERS + **464** CIVILIAN
EMPLOYEES



= 25



= 25



PUBLIC COMPLAINTS

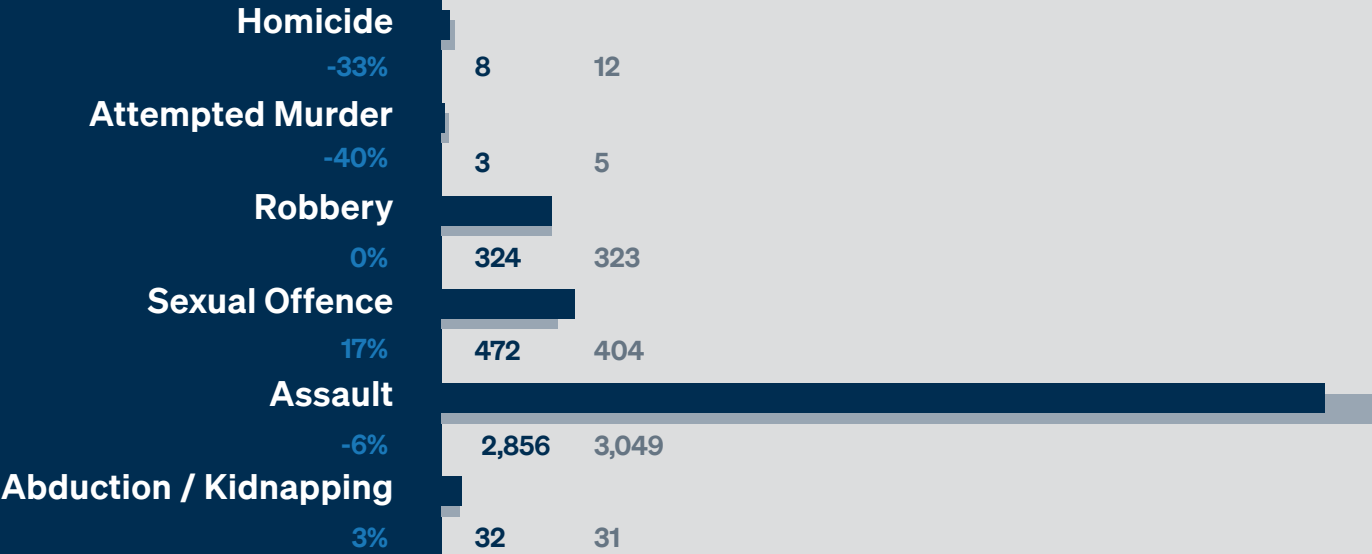
34 ADMISSIBLE POLICE
COMPLAINTS
(APR. 2023 - MAR. 2024)

2 SERVICE OR POLICY
COMPLAINTS
(JAN. 2024 - DEC. 2024)

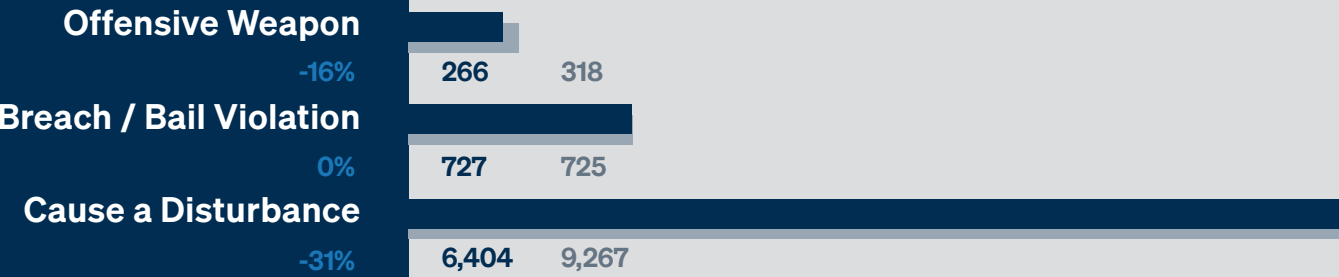
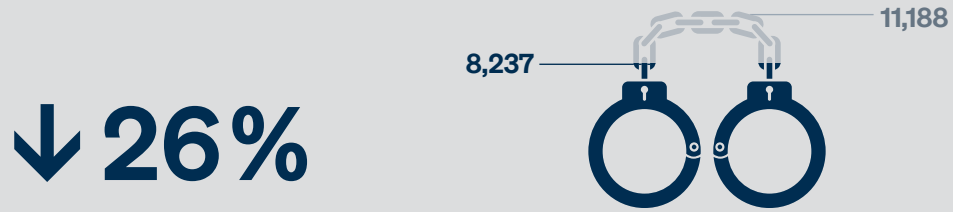
More information:
Office of the Police Complaint
Commissioner Annual Report
2023/2024

VIOLENT CRIME STATISTICS

VIOLENT CRIME

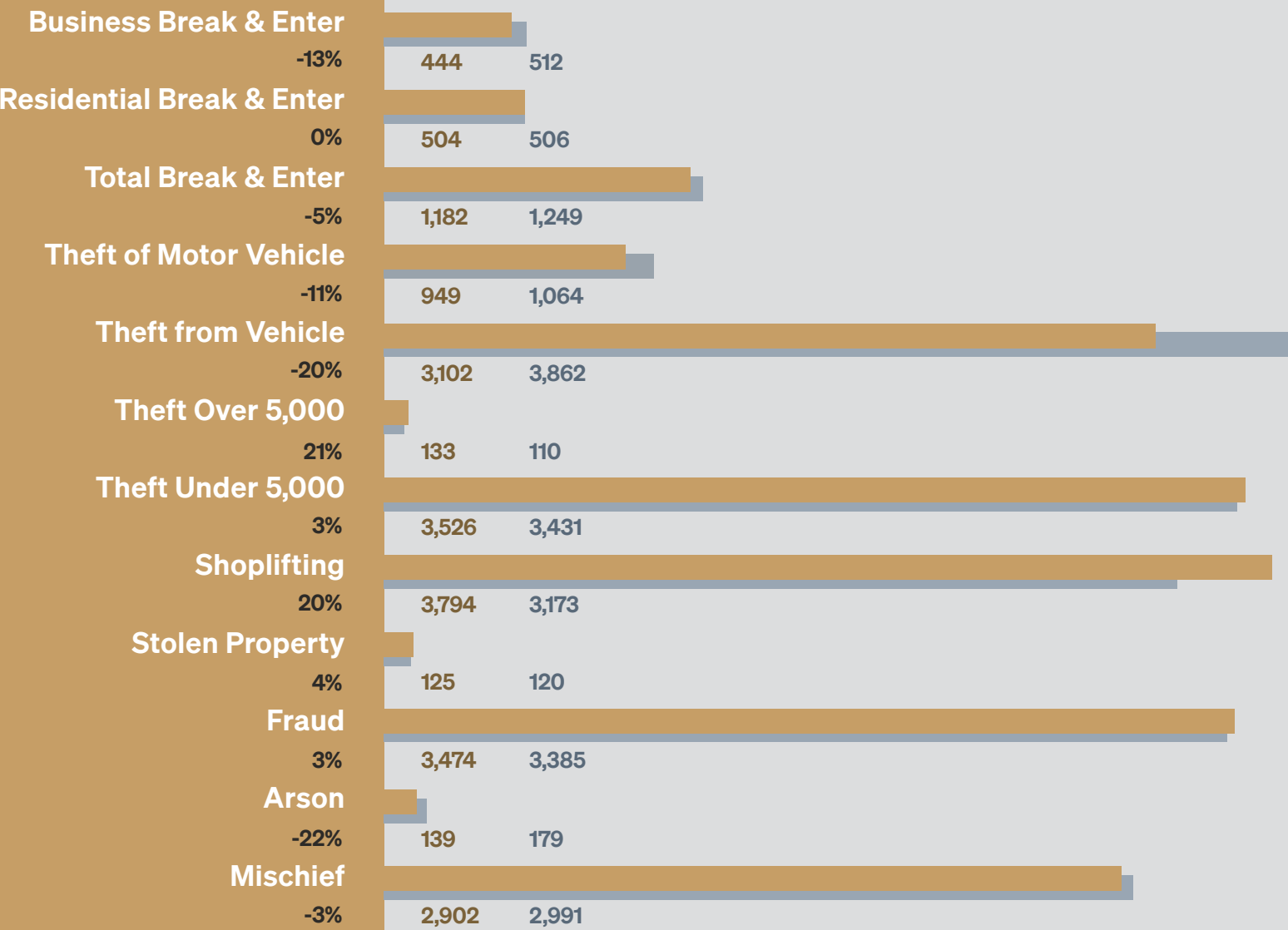
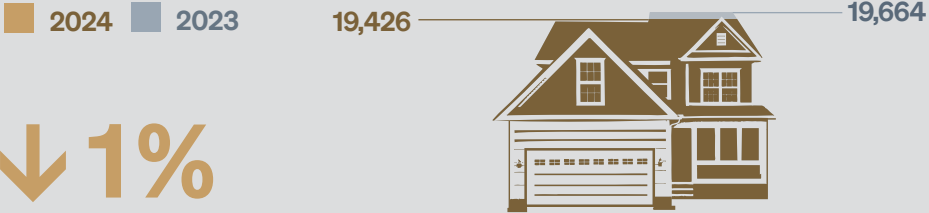


OTHER CRIMINAL CODE OFFENCES



PROPERTY CRIME STATISTICS

PROPERTY CRIME



Surrey Police Service became the police of jurisdiction for the City of Surrey on November 29, 2024.

From this date, Surrey policing statistics combine data from Surrey Police Service and the Surrey RCMP / Surrey Provincial Operations Support Unit. Data should be interpreted with caution due to different organizational policies and data protocols between agencies.



OUR VISION

Surrey Police Service is a progressive, community-based police service that values diversity, partnerships, and accountability as it works to enhance public safety and community well-being.

2024 KEY ACCOMPLISHMENTS



CONNECTING WITH THE COMMUNITY



Conducted our second community consultation with residents and key community stakeholders.



Hosted the first annual Surrey Police Service Youth Soccer Academy with 75 youth in attendance.



Partnered with the BC First Nations Justice Council to develop a new training course that helps officers better understand Indigenous culture and history.



Launched “diverse nametags” to identify officers who speak a second language to further support the diverse communities we serve.



Our Community 1st Unit launched a “Supper for Seniors” meal delivery partnership with Cloverdale Community Kitchen, and “Walk the Beat Wednesdays” where officers engage with residents and business owners, face-to-face.



Achieved police of jurisdiction status for the City of Surrey on November 29, 2024.



Launched a cloud-based Digital Evidence Management System allowing officers to securely and efficiently capture, store, and share digital evidence.



Expanded our Critical Incident Aftercare Team to support employees dealing with the impacts of traumatic incidents they are exposed to in their work.



Introduced some two-officer vehicles to improve efficiency and safety when responding to calls requiring multiple officers.



Introduced a three-year training program to support our recruit grads and a progressive investigative skills program to develop our experienced officers.



Recognized the outstanding contributions of over 40 police officers and civilian staff at the Surrey Police Service Awards and Recognition Ceremony.

POLICING TRANSITION

November 29, 2024 marked the beginning of a new era of policing in Surrey, as Surrey Police Service (SPS) became the City’s police of jurisdiction, bringing local, municipal policing back to Surrey.

POLICING IN SURREY TODAY



On November 29, 2024, SPS became responsible for policing in Surrey.



The RCMP are providing temporary transitional policing supports until the transition is completed.



The primary ways to contact police in Surrey remain the same:

Non-emergency: 604-599-0502
Emergency: 9-1-1



Police office locations in Surrey remain the same with new signage out front.

TRANSITION PHASES

1 Integrated SPS-RCMP Policing

Nov. 2021 – Nov. 2024

Groups of SPS officers were regularly integrated into the Surrey RCMP, under the operational command of the RCMP.

2 Change of Command / SPS with RCMP Assistance

Nov. 2024 - current

SPS became Surrey’s police of jurisdiction, assuming responsibility for policing. The RCMP Surrey Provincial Operations Support Unit is providing temporary policing support until SPS is fully established. As SPS continues to grow, the RCMP will reduce their services.

3 Transition Completed

Estimated 2027

The transition will be completed when SPS is fully established and no longer requires the assistance of the RCMP. The timeline will depend on the pace of SPS hiring, infrastructure development, and file transfer.



ASK SPS
Scan QR Code
to play video

“Feedback from the community and our willingness to act upon it are integral to the success of Surrey Police Service. We will work to deliver on the priorities identified in our community consultation to provide residents with a progressive, top tier police service.”

Chief Lipinski



COMMUNITY-DRIVEN PRIORITIES

In 2024, Surrey Police Service (SPS) conducted its second comprehensive community consultation, which included three components: community survey of residents, interviews, and focus groups with key community stakeholders. Through this consultation, the community identified eight overarching priorities for their new police service, which will be used to inform our strategic and operational plans.



- 1. Police Visibility**
SPS officers should be highly visible and accessible in the community to create a sense of safety and build trust.
- 2. Community Engagement**
SPS officers must be connected to the community and share information on public safety issues and police response.
- 3. Crime and Social Issues**
SPS needs to work with community and government partners to address issues pertaining to housing, vulnerable populations and gangs.
- 4. Perceptions of Safety**
SPS should provide information on crime issues and positive happenings in the community, so residents have an accurate view of public safety.
- 5. Intervention and Prevention for Youth**
There is strong community support for school liaison officers who can support prevention and intervention efforts with youth, providing the right officers are selected.
- 6. Community-Focused Service Delivery**
SPS officers must embody the values of honour, integrity, and respect and give community members a voice.
- 7. Training and Accountability**
Trauma-informed practice and cultural training are critical for police training. There is strong support for body worn cameras and a desire for solid accountability systems.
- 8. Timely Response and Localized Delivery**
SPS must have the appropriate resources, provide timely call response, and deploy officers at the neighbourhood level.

**Surrey Police Service
supports one of
Canada's fastest-
growing and most
diverse cities—and we
will grow to become
one of the country's
largest independent
police services.**

OUR VALUES

Our policing model is founded in a culture of respectful community collaboration and engagement. From Day 1, our organization has set a goal of being diverse and inclusive, and to reflect the community we serve.



FINANCIALS

Financial oversight is a key function of the Surrey Police Board. The Board approves the Surrey Police Service (SPS) budget and submits it to Surrey City Council for approval. SPS financial reports are publicly available so residents can understand how policing dollars are spent in their community.

On May 6, 2024, Surrey Council approved a budget of \$221.58M for policing operations to be split between the RCMP and SPS. SPS adopted a provisional budget of \$141.51M. In addition to the funding from the City of Surrey, the Province of BC provided direct financial support to SPS totalling \$4.19M.

The Surrey Police Board and City of Surrey established an Advisory Budget Committee in 2024 to guide the financial plan for the remainder of the policing transition.

2024 OPERATING & CAPITAL BUDGET

Surrey Police Board Remuneration	\$150,363 ACTUAL	\$180,000 BUDGET
SPS Salaries & Benefits	\$89,506,626 ACTUAL	\$102,581,570 BUDGET
Other Operational Expenditures	\$10,739,326 ACTUAL	\$16,758,285 BUDGET
Capital Expenditures	\$5,310,894 ACTUAL	\$6,636,383 BUDGET
One-Time Policing Transition Project	\$5,363,206 ACTUAL	\$15,354,815 BUDGET
Less: Other Funding / Revenues	(\$4,333,673) ACTUAL	
TOTAL	\$106,736,742 ACTUAL	\$141,511,053 BUDGET

SURREY POLICE SERVICE





CONNECT WITH US



SURREYPOLICE.CA | SURREYPOLICEBOARD.CA

14355 57 AVENUE, SURREY, B.C. V3X 1A9

