

2019 – 2020

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# PRIMECorp Annual Report

April 1, 2019 – March 31, 2020

## VISION

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Safer communities in British Columbia through excellence in police information management.

## MISSION

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To help police in their public safety mandates through excellence and innovation in information services delivery and technology.

## VALUES

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Our values guide how we carry out our work: Respect, Integrity, Collaboration, Accountability and Service.

# 2019-2020 Overview

From launching our new Strategic Action Plan to consulting with the policing and justice community on the evolution of information management, it has been a year focused on planning and looking ahead to the future.

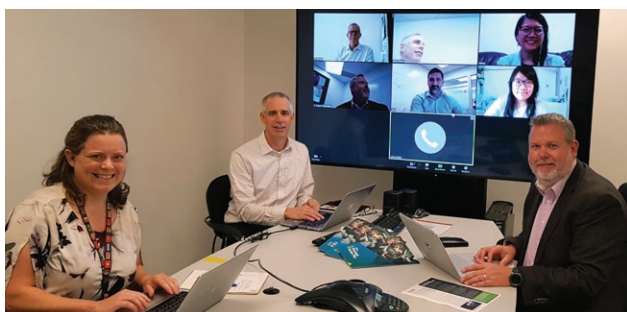
I joined PRIMECorp in 2018 as the organization's Executive Director, PRIME Application Service and Transformation, bringing 28 years of experience with policing, technology services delivery and Information Technology. I became the PRIMECorp Chief Operating Officer in December 2019, following Bob Gehl's retirement. From the time he joined PRIMECorp in 2011 until his retirement, Bob oversaw the organization's steady growth and the suite of applications that form a critical tool set for police officers across our province. We are building on Bob's work as we continue to develop the PRIMECorp Technology Roadmap and future policing solution needs.

We are certainly in a time of transformation – for policing in B.C. and for our organization. PRIMECorp undertook a robust stakeholder engagement process from September 2019 to March 2020 to gain a better understanding of the current and future needs of police officers, agencies and staff. The engagement process included interviews with key stakeholders, representatives from other comparable police jurisdictions, solution providers, and six in-person workshops with police officers and police agency staff. The resulting feedback from police and justice sector stakeholders will guide and inform how we move forward in the areas of computer-aided dispatch and records management systems.

This ongoing forward-looking work is part of our Strategic Action Plan, published in May 2019 – PRIMECorp's first long-term comprehensive strategy. The plan will help guide our decisions over the next five to seven years. We believe we have an important role to play in the success of the 13 independent and municipal police force agencies and 135 RMCP detachments that we serve.

As we began 2020, the COVID-19 pandemic forced all of us to shift our priorities and adapt our everyday practices. We want to express our gratitude to the police officers who continue to work so hard to keep all British Columbians safe during these unprecedented circumstances. I also want to acknowledge and thank all first responders, health care providers and essential services workers, including our own PRIMECorp staff, for their tremendous and ongoing dedication to serve the people of our province.

**WAYNE PLAMONDON** PRIMECorp Chief Operating Officer



Wayne Plamondon (right) and members of the PRIMECorp team stay connected during the pandemic.

**PRIMECorp 2019–2020 ANNUAL REPORT**

# Operational and Technical Highlights

PRIMECorp's key areas of focus throughout the 2019-2020 reporting period included extensive discussion with the police community and procuring the necessary technology to help capture the evolving and growing quantity of digital evidence. Together with our technical partner, E-Comm, we continued to move forward with enhancing how we deliver PRIME-BC services.

## Technology Modernization Project

PRIMECorp is undertaking a strategic initiative to ensure that the province's computer-aided dispatch (CAD) and records management system (RMS) support the needs of modern policing today and into the future. To hear from those on the frontlines, we held a series of half-day workshops with the policing community in late 2019. Our focus was to give each independent municipal police agency and RCMP region an opportunity to provide input and perspective to inform the future direction of policing solutions in our province. A cross-section of participants including police officers, road NCOs, major crimes detectives, records clerks and OCC operators took part in the sessions. We completed three workshops in the Lower Mainland. Workshops also took place in Prince George, Saanich and Cranbrook.

## Digital Evidence and Disclosure Management (DEMS) procurement

B.C. police agencies use multiple hardware, software and procedural solutions to capture a rapidly evolving and growing quantity of digital evidence in a wide variety of formats. Given the growing challenge of storing, managing, analyzing and disclosing evidence gathered digitally, police agencies and B.C. Justice System partners have been working with PRIMECorp in the past year on a procurement process to acquire a comprehensive and integrated DEMS solution. Our goal is to deliver a robust provincial DEMS solution in the 2020-2021 fiscal year.

## Electronic tickets program rolls out across B.C.

PRIMECorp has been working with RoadSafetyBC on the provincial rollout of the eTicketing program, first piloted in 2018. Municipal police traffic officers, RCMP Provincial Traffic Units and Integrated Road Safety Units throughout the province are using this digital technology, replacing the need to write paper traffic tickets. The eTicketing application within the Police Records Information Management Environment (PRIME-BC) helps to eliminate data entry errors and improve the speed of ticket processing.

**“The past eight years have been a highlight in my 33 years in policing. I have worked with true professionals who are passionate and committed to ensuring that the police community can perform their duties safely and effectively, enabling high quality policing services that keep our communities safe.”**

**BOB GEHL** former Chief Operating Officer, PRIMECorp  
Bob retired on December 5, 2019.

# Financial Highlights

## Financial Overview

The 2019-20 fiscal year ended with a net surplus of \$216K, which is significantly better than the budgeted net deficit of \$909K and resulted in an accumulated surplus of \$5.8M. This favourable variance is mainly due to additional revenue related to the Road Safety Initiative (“RSI”) for licenses and support for the rollout of eTicketing (which is fully funded by the Province of B.C. through the RSI grant) and lower than budgeted direct operating costs (primarily project professional consulting and maintenance and technology costs). As part of the 2019-20 budget, the Board approved consulting costs for various projects (DES, DEMs and CAD/RMS evolution) to be expended from the accumulated surplus. Timing and project delays have resulted in reduced consulting costs for these projects for this fiscal year. Lower than expected maintenance and technology costs also contributed to the 2019-20 fiscal year’s net surplus.

These results continue to demonstrate that PRIMECorp is financially, operationally and organizationally stable and well positioned to continue to invest in technology and service improvements.

The Board of Directors also approved the 2020-21 Budget and financial forecasts for the subsequent four fiscal years commencing in 2021-22 to continue alignment of PRIMECorp’s financial planning to a five-year horizon, consistent with the municipal, provincial and federal agencies that services are provided to. The forecast commencing with 2021-22 continues to anticipate annual ongoing increases of 4.0 per cent to support the increase in costs resulting from expansion of services and to meet the requirements of our agencies as well as corresponding operating cost increases. The Strategic Financial Plan supports and delivers stable and predictable levies for municipal funders. The ongoing commitment to advance notice of future levy estimates ensures that PRIMECorp funders benefit from financial stability with respect to their PRIMECorp levies, and allows for incorporation in their municipal budget and financial planning cycles.

PRIMECorp’s focus remains on ensuring funds continue to be directed to areas that provide the highest level of service to agencies, as well as technology evolution of systems, software and other critical assets in a planned, sustainable, timely and cost-effective manner.

## 2019-2020 Financial Highlights

- The fiscal year ended with an accumulated surplus of \$5.8M and net financial assets of \$2.3M available for future capital and operating spending. These results support the strategic goals of the organization and its financial sustainability and stability.
- The implementation of the provincially funded RSI project, which commenced in 2017-18 and included one-time and implementation grant funding<sup>1</sup>, was completed. Subsequently, PRIMECorp and the Province entered into a new funding agreement for the rollout services<sup>2</sup>. \$540K of the RSI grant funding was expended in 2019-20, leaving \$1.52M available for future RSI project use.
- The year-end results include costs (both operating and capital) incurred for projects that were approved as part of the 2019-20 budget to be expended from the net financial assets:
  - The data extraction services project<sup>3</sup> (“DES”) to replace the current data warehouse which commenced in fiscal 2017-18 and was approved by the Board of Directors (on January 31, 2018 and June 27, 2018) to be funded from the net financial assets; \$97K was expended in 2019-20.
  - The digital evidence management project<sup>4</sup> (“DEMS”) which was approved by the Board of Directors (on June 27, 2018 and December 5, 2018) to be funded from the net financial assets (and includes expenditures related to the assessment and procurement of a DEMS system); \$109K was expended in 2019-20.
  - The CAD/RMS evolution project<sup>5</sup> which was approved by the Board of Directors (on December 5, 2018) to be funded from the net financial assets; \$204K was expended in 2019-20.
- The costs for the RSI project and the three projects approved to be funded by the net financial assets (DES, DEMS and CAD/RMS evolution) will carry forward into the next fiscal year as drawdowns from net financial assets.
- PRIMECorp’s cash on hand increased by \$1.2M bringing the year-end balance to \$5.0M. Cash flow from operating activities increased for the year by \$1.3M and \$126K was expended for capital purchases.
- Net of the authorized drawdowns for the three projects, the net financial assets increased by \$1.0M, resulting in a year-end balance of \$2.3M, available for capital and operating spending.

<sup>1</sup> Agreement with the Province of B.C. commencing March 31, 2017 and ending September 30, 2019 for RSI.

<sup>2</sup> Agreement with the Province of B.C. commencing October 1, 2019 and ending September 30, 2022 for RSI.

<sup>3</sup> PRIMECorp hosts and supports the PRIME-BC Data Warehouse service, which has been in operation since 2008. PRIMECorp entered into a contract with ISM Information System Management Canada for the required software design, implementation and support services of a new data extraction service, commencing February 12, 2018 and ending March 31, 2021.

<sup>4</sup> Digital Evidence Management is a key initiative identified in the PRIMECorp Strategic Action Plan. PRIMECorp is working with stakeholders to define the scope, procurement options and implement a comprehensive Digital Evidence and Disclosure Management solution to suit their needs.

<sup>5</sup> CAD and RMS Evolution is a key initiative identified in the Strategic Action Plan and involves working with Police and Fire partners to define and implement the next generation of CAD and RMS solutions to suit their needs.

## Summary Statement of Operations

Year ended March 31, 2020, with comparative information for 2019.

	Budget	2020	2019
Revenue	\$12,517,130	\$12,830,034	\$12,383,115
Expenses	13,426,390	12,614,290	13,369,516
Annual Surplus (deficit)	(909,260)	215,744	(986,401)
Accumulated surplus, beginning of year	5,621,951	5,621,951	6,608,352
Accumulated surplus, end of year	<b>\$ 4,712,691</b>	<b>\$ 5,837,695</b>	<b>\$ 5,621,951</b>

The Summary Statement of Operations has been excerpted from the Audited Financial Statements – Statement of Operations; to obtain copies of PRIMECorp’s 2019-2020 Audited Financial Statements, including the independent Auditors’ Report thereon and Notes to the Financial Statements, please visit [primecorpbc.ca](http://primecorpbc.ca).

### 2019 – 2020 PRIMECORP BOARD OF DIRECTORS

#### Brenda Butterworth-Carr

Chair, Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety and Solicitor General

#### Oliver Grüter-Andrew

President & CEO, E-Comm

#### Dave Jones

Chief Officer, Metro Vancouver Transit Police

#### Jason Laidman

Deputy Chief Constable, Victoria Police Department

#### Jason Rude

Senior Director of Information Services, Vancouver Police Department

#### David Stuart

CAO, District of North Vancouver (nominated by UBCM)

#### Allan Suckling

Officer-in-Charge, IT Core Services, IM&T Branch, RCMP E-Division

#### Vacant

RCMP

#### Gord Klassen

Councillor, City of Fort St. John (nominated by UBCM)

#### Diana Dilworth

Councillor, City of Port Moody (nominated by UBCM)

### PRIMECORP LEADERSHIP TEAM

#### Oliver Grüter-Andrew

Chief Executive Officer

#### Wayne Plamondon

Chief Operating Officer

#### Michael Webb, P.Eng

Chief Technology Officer

#### Beatrix Nicolato, CPA, CGA

Chief Financial Officer

#### Sandra MacKay

Vice-President Legal & Governance

### ABOUT PRIMECORP

PRIMECorp is the organization that manages PRIME-BC by providing operational and technical support for the system. In short, PRIMECorp is the custodian of police information and data contained within PRIME-BC.

A 10-member Board of Directors, composed of senior police officials and representatives from both municipal and provincial government, oversees PRIMECorp. The Board is responsible for the organization’s strategic direction and its financial and operational results.

### ABOUT PRIME-BC

PRIME-BC (Police Records Information Management Environment) is the information management system police across British Columbia use to access data and other critical information that helps them prevent and solve crime. It is the only multi-jurisdictional police records management and computer-aided dispatch system covering an entire province in Canada and is described as unique, leading edge and a model for sharing police information in North America.

PRIME-BC facilitates the sharing of information between agencies and real-time access to the vital data that supports frontline policing, criminal investigations and crime analysis. The PRIME-BC system supports 13 independent and provincial police agencies and 135 RCMP detachments in British Columbia. More than 10,000 police officers interact with PRIME-BC.



<https://www.primecorpbc.ca/>

#### Strategic Action Plan

<https://www.primecorpbc.ca/strategic-plan.php>

