



Proudly supporting British Columbia's  
policing community through PRIME-BC

## ANNUAL REPORT

April 1, 2014 – March 31, 2015



## ABOUT PRIMECORP

PRIMECorp is the organization that provides operational and technical support for the provincial police information management system known as PRIME-BC. PRIMECorp acts as the custodian of the information and data contained within the PRIME-BC system on behalf of police agencies.

A ten-member board of directors composed of municipal, provincial and police representatives oversee PRIMECorp.

The Board is responsible for the organization's strategic direction, as well as oversight of its operational and financial results.

## ABOUT PRIME-BC

PRIME-BC is one of the broadest multi-jurisdictional police records management (RMS) and computer-aided dispatch (CAD) systems in North America. It has been described as unique, leading edge and a model for sharing critical police information. PRIME-BC allows for real-time access to the vital data that supports front-line 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 9,500 police personnel interact with PRIME-BC.

## 2014-2015 OVERVIEW

Up-to-date information that is readily accessible and shared among law enforcement agencies is a mission-critical tool for a police officer, whether responding to an in-progress crime, investigating ongoing criminal activity or analyzing crime trends.

PRIMECorp's goal is to help the policing community in its efforts to support public safety by making the information contained in PRIME-BC easy for police personnel across British Columbia to enter, access and exchange in the most secure way possible.

In 2014-2015, PRIMECorp continued its efforts to improve the organization's overall financial position and worked on initiatives that support its primary objectives of providing quality service to its police partners and providing a secure and resilient PRIME-BC system.

The organization ended the 2014-2015 fiscal year in a favourable financial position for the second year in a row, with overall results significantly better than budgeted.

Another key focus was the development of internal expertise and capacity by building a team of qualified subject matter experts who are working closely with user agencies to enhance the PRIME-BC system, from both operational and technical perspectives. Building this internal knowledge has not only strengthened the PRIME-BC system overall in terms of system performance and security, but has also resulted in staff being able to focus increased attention on new projects and initiatives that support policing.

### STAFF WORKED ON SEVERAL INITIATIVES IN 2014-2015 THAT SUPPORT SERVICE AND SECURITY:

- > Launched a comprehensive security program with focus on new policy, procedure and education components.
- > Formed new partnerships for early detection and response to cyber threats.
- > Implemented new technologies that support enhanced capture and sharing of criminal fingerprint information within the police domain.
- > Established a framework for a proposed new governance structure that will support effective decision-making and accountability into the future.



## FINANCIAL OVERVIEW

Fiscal 2014-2015 was a milestone year for PRIMECorp. The organization ended the year with an annual operating surplus of \$674K, a significant improvement over the budgeted deficit of \$192K. This signals that PRIMECorp is financially sound and able to invest in the long-term evolution of the organization and its service offerings, while continuing to be financially sustainable.

Looking forward, the Board of Directors has also approved a budget for 2015-2016 and forecasts for the following four years that are reflective of existing core services and take into account future planning. The 2015-2016 budget is aligned with the Board-approved Strategic Financial Plan, which supports, among other things, ongoing stable and predictable levies for municipal funders. Advance notice of future levy estimates ensures that PRIMECorp funders have stability with respect to projected levies so that they can be incorporated in future municipal budget cycles.

PRIMECorp's focus remains on ensuring funds are directed to areas that will provide the highest level of service delivery to agencies using the PRIME-BC system, to ensure fiscal management is rooted in cost effectiveness, and that the system is prepared for significant policing technology upgrades and new applications in the future.

### 2014/15 HIGHLIGHTS

- > Ended the fiscal year with an annual surplus of \$674K. This is significantly better than anticipated and supports the strategic goals of the organization and its financial sustainability.
- > A three per cent (3%) per officer levy increase in fiscal 2015-2016, which is consistent with the Strategic Financial Plan approved by the board in 2014.
- > A projected maximum three per cent (3%) per officer levy increase in 2016-17 through 2019-2020, a portion of which is allocated to surplus for building a reserve for system life cycle refresh.

## OPERATIONAL OVERVIEW

Service and security continued to be key areas of focus for PRIMECorp Operations in 2014-2015. Staff worked on various initiatives that further enhance information security, data quality and assurance, and provide for faster and more efficient processes for managing and communicating service changes, issues and upgrades.

### 2014/15 HIGHLIGHTS

- > Introduction of new security standards, policies and procedures.
- > Staff completed training on new and emerging cyber threats.
- > Establishment of new partnerships at the national and international level for early detection and response to information technology cyber threats.
- > Implementation of a province-wide repository of offender photographs, for use by participating PRIME-BC agencies. The integrated system provides live scanning and capture of criminal fingerprints for real-time submission to the national police fingerprint database in Ottawa. These new technologies facilitate rapid identification of offenders and support ongoing criminal investigations.
- > Introduction of new quality assurance measures, including a new review process designed to ensure compliance with PRIME-BC operational policies and procedures.

## TECHNOLOGY OVERVIEW

The PRIME-BC system requires a robust and stable infrastructure to ensure the security of data and quality of service to participating agencies.

Throughout 2014-2015 PRIMECorp and its technical service partner, E-Comm, continued to enhance the delivery of PRIME-BC services through a variety of technical and security enhancements and investments in training and tools for technical staff. The PRIME-BC systems have provided consistent, stable service to the police user community throughout the year, during the ongoing program of updates and enhancements.

### 2014/15 HIGHLIGHTS

- > Transition of the provincial booking system (photos and fingerprints for criminal charges) into an operational mode, including electronic links to national information repositories for real-time transfer of biometric data.
- > Development of a strategy for the long-term evolution of PRIME-BC infrastructure.
- > Design work to develop a new data extraction service that supports business intelligence and crime analysis programs used by the PRIME-BC police community.



## 2014-2015 FINANCIAL HIGHLIGHTS

### Statement of Operations

Year ended March 31, 2015, with comparative information for 2014

	Budget	2015	2014
Revenue	\$10,164,730	\$10,342,957	\$10,143,145
Expenses	10,357,000	9,668,551	10,267,381
Annual Deficit	(192,270)	674,406	(124,236)
Accumulated surplus, beginning of year	4,280,729	4,280,729	4,404,965
Accumulated surplus, end of year	\$4,088,459	\$4,955,135	\$4,280,729

To obtain copies of PRIMECorp's 2014-2015 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit [primecorpbc.ca](http://primecorpbc.ca).

### 2014-2015 PRIMECORP BOARD OF DIRECTORS

<b>Clayton Pecknold</b>	Assistant Deputy Minister and Director of Police Services, Ministry of Justice
<b>David Guscott</b>	President & CEO, E-Comm
<b>David Jones</b>	Chief Constable, New Westminster Police Department
<b>John Kubat</b>	Superintendent, RCMP
<b>Paul Hames</b>	Chief Constable, Central Saanich Police Department
<b>Norman Lipinski</b>	Assistant Commissioner, RCMP
<b>Peter Milobar</b>	Mayor, City of Kamloops
<b>Daryl Wiebe</b>	Superintendent, Vancouver Police Department

**Dianne Watts**, former Mayor of the City of Surrey and  
**Malcolm Brodie**, Mayor of the City of Richmond, were on the  
board until January and March 2015 respectively.

### PRIMECORP LEADERSHIP TEAM

<b>David Guscott</b>	Chief Executive Officer
<b>Bob Gehl</b>	Chief Operating Officer
<b>Beatrix Nicolato</b>	CPA, CGA, Chief Financial Officer
<b>Michael Webb</b>	P.Eng, Chief Technology Officer
<b>Jody Robertson</b>	Communications Officer & Corporate Secretary



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