PRIMECorp

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

Annual Report

April 1, 2013–March 31, 2014

PRIMECorp

About PRIMECorp

PRIMECorp is the province–wide organization that provides operational and technical support for the provincial police records 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 comprised of municipal, provincial and police representatives oversees PRIMECorp. The Board of Directors is responsible for the strategic direction of PRIMECorp 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 both unique and leading–edge and a model for sharing critical police information. PRIME–BC allows for 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 9,500 police personnel interact with PRIME–BC.

Service and Security: PRIMECorp's year in review

2013–2014 was a pivotal year for PRIMECorp. Through the implementation of several key initiatives, including the appointment of a new senior leadership team, significant steps were taken to advance the organization from both strategic and operational perspectives.

The transition to a new organizational structure began March 2013 when PRIMECorp entered into a contract with E–Comm, the emergency communications centre located in Vancouver, to help evolve the organization by providing strategic, technical and financial leadership services. This included the appointment of its President and CEO David Guscott as PRIMECorp's new CEO, and the appointment of Michael Webb as Chief Technology Officer and Beatrix Nicolato as Chief Financial Officer. These services, along with communication support, are being contracted on a part–time basis.

The new leadership structure was the first step in streamlining the organizational configuration of PRIMECorp. One year later, PRIMECorp has received enhanced financial oversight, placed a greater emphasis on day–to–day client service and communication, introduced additional security measures, implemented an improved technical infrastructure and renewed its focus on critical future technology planning. These milestones are in direct alignment with the Board of Directors' commitment to delivering the most operationally–beneficial RMS to British Columbia's policing community in the most efficient, secure and responsive way possible.

PRIMECorp Leadership Team

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

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Financial Leadership

A significant focus of attention in 2013-2014 was on establishing a long-term sustainable financial path for PRIMECorp. This included introducing greater strategic financial oversight, and tighter management controls and processes. As a result, financial statements for the year-ended March 31, 2014 were better than anticipated.

PRIMECorp also ended the year with a deficit half of what was originally budgeted. This result means that PRIMECorp is close to break-even and is in a much improved position in terms of establishing a path toward a stable and sustainable financial future.

Looking forward, the Board of Directors has also approved a future-focused budget for 2014-2015 and forecasts for the following three years that are reflective of existing core services. The budget also sets the stage for, among other things, stable and predictable levies for municipal funders. The goal is to provide PRIMECorp funders with stability with regard to projected levies so that they can be incorporated in future municipal budget cycles.

PRIMECorp's ongoing focus will be to ensure funds are directed to areas that will provide the highest level of service delivery to our stakeholders, to ensure fiscal management is rooted in cost effectiveness, and that it is prepared for significant policing technology upgrades and new applications in the future.

2013/14 HIGHLIGHTS

- Deficit cut in half to $124,000
- Zero per cent (0%) per officer levy increase in 2014-2015, which is consistent with the past four budget cycles. The per officer levy for 2014-2015 remains at $1,000.
- Projected maximum three per cent (3%) per officer levy increase in 2015-2016, a portion of which will be allocated for building a reserve for system renewals.
- Forecasts of per officer levy increases of a maximum three per cent (3%) in 2016-2017 and 2017-2018.

Operational Leadership

Service and Security were the central areas of emphasis for the Operations team at PRIMECorp during this transitional year. Staff played a significant part in rolling out many initiatives that support quality assurance, including faster and more efficient processes for managing and communicating about service changes, issues and upgrades.

2013/14 HIGHLIGHTS

- Introduction of new security standards, policies and procedures, including the formation of a Security Advisory Committee.
- Introduction of new quality assurance measures, including a review process designed to ensure compliance with PRIME-BC operational policies and procedures.
- Creation and enhancement of administrative and operational policies for PRIMECorp staff under the new organizational structure.
- Maintaining robust client support to all stakeholder agencies.
- Advancing national project initiatives such as Two-Factor Authentication, which provides an enhanced level of access control for authorized users, and Real-Time Identification that will facilitate the electronic submission of fingerprints and increased efficiency.

Technology Leadership

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

To further enable this, in January 2014 PRIMECorp again partnered with E-Comm to execute an agreement to provide technical services in support of PRIME-BC systems and applications. Coupled with the technical expertise currently within PRIMECorp and with the support of its partner agencies, there have been, and will continue to be, many opportunities to advance the delivery of PRIME-BC services.

2013/14 HIGHLIGHTS

- Province-wide infrastructure modernization was completed; PRIME applications, data and services were consolidated onto new servers and related infrastructure. Since the transition was completed in September 2013, the new infrastructure has been stable and operating normally.
- CAD and RMS version upgrades completed within the Lower Mainland District, Vancouver Island region and North/Southeast region.
- System application and operational support specialists were recruited to fill critical technical positions, some of which had been previously provided by the PRIME Technical Services group within RCMP 'E' Division.

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2013–2014 Financial Highlights

Statement of Operations

Year ended March 31, 2014, with comparative information for 2013

	Budget	2014	2013
Revenue	$10,715,609	$10,143,145	$10,898,015
Expenses	10,961,770	10,267,381	11,363,753
Annual deficit	(246,161)	(124,236)	(465,738)
Accumulated surplus, beginning of year	4,404,965	4,404,965	4,870,703
Accumulated surplus, end of year	$4,158,804	$4,280,729	$4,404,965

To obtain full copies of PRIMECorp's 2013–2014 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements please contact krystal.boros@primebc.ca.

2013–2014 PRIMECorp Board of Directors

Clayton Pecknold	*Assistant Deputy Minister, Ministry of Justice & Director of Police Services (Board Chair)*
Malcolm Brodie	*Mayor, City of Richmond*
Peter Milobar	*Mayor, City of Kamloops*
Dianne Watts	*Mayor, City of Surrey*
Paul Hames	*Chief Constable, Central Saanich Police Department*
David Jones	*Chief Constable, New Westminster Police Department*
Norman Lipinski	*Assistant Commissioner, RCMP*
John Kubat	*Superintendent, RCMP*
Daryl Wiebe	*Superintendent, Vancouver Police Department*
David Guscott	*President & CEO, E-Comm*

Peter Fassbender, former Mayor of the City of Langley, was on the Board until September 2013.

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