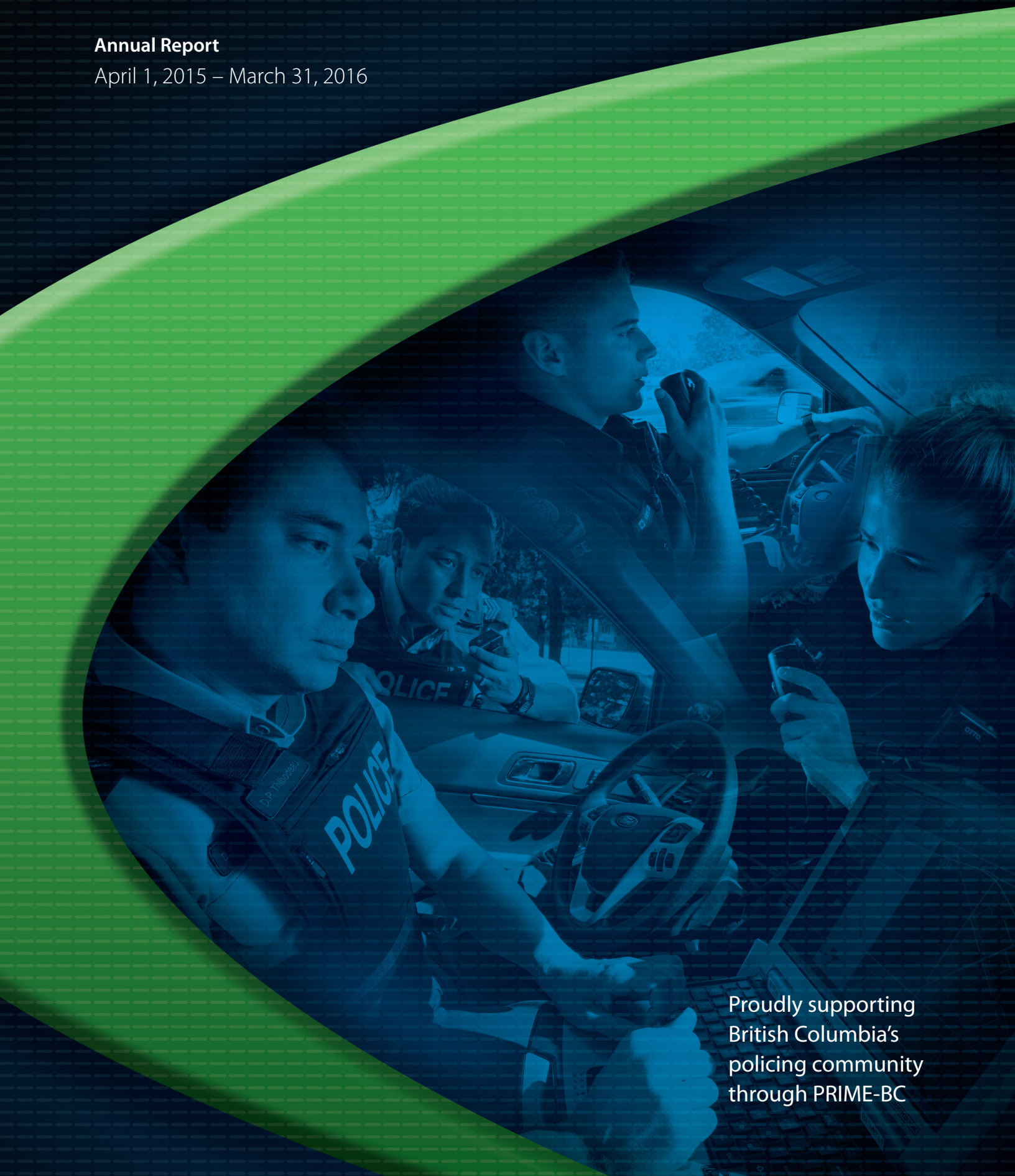
PRIMECorp

Annual Report

April 1, 2015 – March 31, 2016



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

2015-2016 Overview

One of the most important tools for a police officer is information. To be most effective, it needs to be accurate, current, easily accessible, secure, and able to be shared among all police agencies. These are the critical elements needed to safely and appropriately respond to in-progress crimes, investigate ongoing criminal activity and analyze crime trends. As the custodian of this information, PRIMECorp's primary focus is the security of data held within PRIME-BC (Police Records Information Management Environment) and the service our team provides to the police personnel who rely on it.

In 2015-2016, PRIMECorp undertook a number of initiatives to support our primary objectives of providing quality service to our police partners and a secure and resilient PRIME-BC system. These included: reviewing our organizational and service delivery models; introducing new initiatives that further enhanced system and network security monitoring; increased system resiliency through geo-diversity; improved risk management processes; and heightened security awareness among employees.

PRIMECorp deployed new and enhanced tools for monitoring activities on the PRIME-BC system in order to identify early indicators for potential cyberattacks. The organization also developed a comprehensive new approach to addressing potential security-related risks, including early detection, identification, documentation and prioritization for resolution. PRIMECorp staff are committed to data and application security and proper control and safeguarding of operational information and we are proud of the well-informed, security-aware culture they have embraced.

The organization also partnered with E-Comm, the emergency communications centre serving regional districts and other communities across British Columbia, to acquire data centre space outside the Lower Mainland with the objective of further enhancing PRIMECorp's business continuity plans. Although all of the current PRIME-BC computing infrastructure is resilient with full hardware redundancy, and all operational data is already fully replicated off-site, this new site is in an area at very low risk for disruptive seismic activity. The new data centre is being developed jointly between PRIMECorp and E-Comm, allowing PRIMECorp to benefit from reduced costs.

About PRIME-BC

PRIME-BC 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 (RMS) and computer-aided dispatch system covering an entire province in Canada and has been 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 9,500 police officers interact with PRIME-BC.

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 ten-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.

Finally, PRIMECorp's overall financial results for the fiscal year ended March 31, 2016 were again favourable, signalling that the organization has developed a sustainable financial path to carry it forward into the future. Full financial results, including the Auditors' report, can be found on **primecorpbc.ca**, PRIMECorp's new web site, launched this past reporting year.

Financial Highlights

2015-2016 financial results are significantly better than budgeted, with an annual operating surplus of $606,000 (compared to the annual budget surplus of $91,000). These results reinforce 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 2016-2017 budget and financial forecasts for the next four years, incorporating existing core services and future planning for evolving technologies. The 2016-2017 budget will continue to be aligned with the board-approved Strategic Financial Plan, which supports and delivers stable and predictable levies for municipal funders. This committment to advance notice of future levy estimates ensures PRIMECorp funders benefit from financial stability with respect to their PRIMECorp levies and also allows for incorporation in their municipal budget cycles and financial planning cycles.

PRIMECorp's focus remains on ensuring funds are directed to areas that will provide the highest level of service 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.

2015-2016 FINANCIAL HIGHLIGHTS

- **Ended the fiscal year with an annual surplus of $606,000. 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 2016-2017, which is consistent with the Strategic Financial Plan approved by the board in 2014, and in line with current forecasts. One per cent (1%) of this increase will be allocated to fund required technology upgrades in the future.**
- **A projected maximum three per cent (3%) per officer levy increase in 2017-2018 through to 2020-2021, a portion of which (1%) will continue to be allocated to surplus for system life cycle refresh.**

Operational Highlights

Service and security continued to be key areas of focus for PRIMECorp Operations in 2015-2016. Staff worked on various initiatives that further enhance information security, data quality, and provide for faster and more efficient processes for managing and communicating service changes, issues and upgrades.

2015-2016 OPERATIONAL HIGHLIGHTS

- **Supported the PRIME user community through a significant upgrade of RMS application software**
- **Implemented network monitoring tools that provide real-time reports on potential attacks to the network so that the potential threats can be mitigated immediately.**
- **Facilitated agency participation in the development of best practices to improve the quality of data in the PRIME-BC Master Name Indices.**
- **Initiated educational activities for employees to gain more knowledge about cybersecurity.**

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 2015-2016, 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.

2015-2016 TECHNOLOGY HIGHLIGHTS

- **Upgraded the PRIME-BC Records Management System application software to the latest version, providing enhanced features and functionality for users.**
- **Undertook detailed design and planning for the upcoming refresh of PRIME-BC infrastructure, including introduction of new infrastructure support and management processes.**
- **Continued technical work in support of business intelligence and crime analysis programs used by the PRIME-BC police community.**

2015-2016 Financial Highlights

Statement of Operations

Year-ended March 31, 2016, with comparative information for 2015

	Budget	2016	2015
Revenue	$10,558,560	$10,673,114	$10,342,957
Expenses	10,467,550	10,067,594	9,668,551
Annual surplus	91,010	605,520	674,406
Accumulated surplus, beginning of year	4,955,135	4,955,135	4,280,729
Accumulated surplus, end of year	$5,046,145	$5,560,655	$4,955,135

To obtain copies of PRIMECorp's 2015-2016 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit **primecorpbc.ca**.

2015-2016 PRIMECorp Board of Directors

Clayton Pecknold	*Assistant Deputy Minister and Director of Police Services, Ministry of Justice (Board Chair)*
Denis Boucher	*Superintendent, RCMP*
Derek Corrigan	*Mayor, City of Burnaby*
Robert (Bob) Downie	*Chief Constable, Saanich Police Department*
David Guscott	*President & CEO, E-Comm*
Dave Jones	*Chief Constable, New Westminster Police Department*
Norman Lipinski *	*Former Assistant Commissioner, RCMP*
Peter Milobar	*Mayor, City of Kamloops*
David Stuart	*CAO, District of North Vancouver*
Daryl Wiebe	*Superintendent, Vancouver Police Department*

* Director Lipinski retired from the board in early 2016 and the board thanks him for his service. The RCMP's second seat on the board was filled by Assistant Commissioner Brenda Butterworth-Carr in September 2016.

PRIMECorp Leadership Team

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

PRIMECorp

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

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