PRIMECorp Annual Report

April 1, 2016 – March 31, 2017

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

PRIMECorp

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

MISSION
To support police in managing and sharing information through PRIME-BC to prevent and solve crime.

2016-2017 Overview

Police rely on information and data every day to respond to in-progress crimes and to investigate ongoing criminal activity. In addition to being a cornerstone of effective crime-prevention initiatives, information and data is also necessary for the development of innovative policing strategies and informed operational and policy decision-making. This information plays a critical role in all aspects of police operations. As custodians of the critical information and data that is entered into PRIME-BC every day, nothing is more important to PRIMECorp than the security, protection and, the ease with which authorized personnel can access it.

With that in mind, PRIMECorp appreciates the work of the Office of the Auditor General of B.C. (OAG) in its comprehensive review of PRIME-BC's information-technology security controls over the past reporting year. The OAG's experts concluded that while existing perimeter controls protecting PRIME-BC from external attacks were adequate, additional enhancements were needed to prevent potential attacks from within, and to strengthen PRIME-BC's capabilities for business continuity in the event of a catastrophic data centre failure.

To address this, PRIMECorp has committed to modernizing PRIME-BC's network and computing architecture through an infrastructure refresh initiative. This initiative will provide better security control, auditing and centralized management over the previous environment, as well as enable continuity of services across geographically diverse data centres.

Protection against all forms of cyberattacks in today's world is a significant challenge for all organizations. However, in recognition of the highly sensitive data contained within PRIME-BC, and in keeping with its commitment to continuous improvement, PRIMECorp will continue to be diligent with its IT security posture.

In 2016-2017, PRIMECorp also undertook a number of other initiatives to support its primary objectives of providing quality service to its police partners and a secure and resilient PRIME-BC. Examples included continuing to build our organizational and service-delivery models and deploying new and enhanced tools for monitoring activities on the PRIME-BC system to identify early indicators of potential cyberattacks. Staff also introduced new tools that provide more efficient means of accessing information by user agencies (a new client portal and a new electronic disclosure tool for court information) and developed administrative guidelines for user agency administrators designed to streamline and update the Master Name Index within PRIME-BC.

PRIMECorp also collaborated with E-Comm, the emergency communications centre serving communities across British Columbia, in completing the establishment of a data centre space outside the Lower Mainland to further enhance PRIMECorp's business continuity plans. Although the current PRIME-BC computing infrastructure is resilient with full hardware redundancy, and all operational data fully replicated off-site, this new site is in an area at very low risk for earthquakes, adding an additional layer of protection.

From a financial perspective, PRIMECorp's overall results for the fiscal year ended March 31, 2017 were again favourable, further demonstrating the sustainable financial path it has developed to carry the organization forward.

Lastly, the Board of Directors commenced strategic planning for PRIMECorp and the evolution of the PRIME-BC system in 2016, which resulted in the approval of a new vision and mission for the organization. Our vision will help guide us into the future and our mission will remind us of our daily purpose.

Financial Highlights

2016-2017 financial results are generally in line with budget, with an annual operating surplus of $248,000 (compared to the annual budget surplus of $217,000). 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 2017-2018 budget and financial forecasts for the next four years, incorporating existing core services and future planning for evolving technologies. The 2017-2018 budget continued to be aligned with the Board-approved Strategic Financial Plan, which 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 remained on ensuring funds were directed to areas that provide the highest level of service to agencies, that fiscal management is rooted in cost effectiveness and that the system is prepared for significant policing technology upgrades and new applications in the future.

2016-2017 FINANCIAL HIGHLIGHTS

- **The fiscal year ended with an annual surplus of $248,000; these results support the strategic goals of the organization and its financial sustainability and stability.**

- **The 2016-2017 approved budget allowed for a 1% increase in user fees to set aside funds for future investment, including critical system upgrades. As of March 31, 2017, $202,000 has been collected and set aside.**

- **PRIMECorp received $853,000 from the Province of British Columbia to design and build the e-Ticketing system to support its Road Safety Initiative Project, with the term commencing March 31, 2017 and ending September 30, 2019.**

The PRIMECorp Board of Directors has also approved a projected maximum 3% per officer levy increase in 2018-2019 through to 2021-2022, a portion of which (1%) will continue to be allocated to surplus for technology and systems life cycle refresh.

Operational Highlights

Service and security continued to be key areas of focus for PRIMECorp Operations in 2016-2017.

2016-2017 OPERATIONAL HIGHLIGHTS

- **Increased access to information and efficiency of client communication for participating user agencies through the creation of a new PRIME-BC Client Portal.**

- **Provided agencies with access to a new electronic court disclosure information tool that has the potential to significantly reduce the number of hours user agencies are required to spend on court disclosure information.**

- **Continued to maintain the organization's strong security posture through education and the deployment of technical tools to monitor the evolving worldwide threats to data systems.**

- **Exercised security response protocols and continued to work collaboratively with PRIME-BC users to ensure they are prepared for potential malicious actions targeting the system and to aid them in the development of their incident response procedures.**

Technology Overview

The PRIME-BC technical systems and applications need to be secure, robust and highly stable to support the operational mission of police agencies in British Columbia.

A hardware failure within the PRIME infrastructure in September resulted in a major disruption to PRIME-BC services. This incident was difficult for all PRIME-BC stakeholders, and PRIMECorp is grateful for the support and understanding expressed by our users as technical support staff worked non-stop to restore services on that day.

PRIMECorp has since made significant changes to the system to improve its resilience and ensure a similar service interruption does not occur.

Throughout the year, PRIMECorp and its technical service partner, E-Comm, continued to support and enhance the delivery of PRIME-BC services. A primary focus has been planning for an upcoming lifecycle refresh of the PRIME-BC infrastructure that will significantly improve the capacity, performance, security and resiliency of the system.

2016-2017 TECHNOLOGY HIGHLIGHTS

- **Continued progress toward the replacement of PRIME-BC infrastructure, including implementation and testing of new system management tools and equipment in PRIMECorp's data centres.**

- **Upgrading of various software components to support enhancement to PRIME-BC services in the areas of mobile reporting, electronic ticketing and Next Generation 9-1-1.**

- **Evolution of the IntelliBook and IntelliScreen applications and platform to enable improvements requested by the user community.**

- **Further hardening and strengthening of PRIME-BC systems in response to external security audit to enhance our security posture.**

2016-2017 Financial Highlights

Statement of Operations

Year-ended March 31, 2017, with comparative information for 2016

	Budget	2017	2016
Revenue	$10,767,390	$11,805,713	$10,673,114
Expenses	10,496,520	11,557,940	10,067,594
Annual surplus	270,870	247,773	605,520
Accumulated surplus, beginning of year	5,560,655	5,560,655	4,955,135
Accumulated surplus, end of year	$5,831,525	$5,808,428	$5,560,655

To obtain copies of PRIMECorp's 2016-2017 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit **primecorpbc.ca.**

2016-2017 PRIMECorp Board of Directors*

Clayton Pecknold	*Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety and Solicitor General (Board Chair)*
Denis Boucher	*Chief Superintendent, RCMP*
Brenda Butterworth-Carr	*Deputy Commissioner, 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*
Peter Milobar	*Mayor, City of Kamloops*
David Stuart	*CAO, District of North Vancouver*
Daryl Wiebe	*Superintendent, Vancouver Police Department*

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*

* Represents membership for the reporting year April 1, 2016-March 31, 2017

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 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. 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.

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