



# PRIMECorp Annual Report

April 1, 2017 – March 31, 2018

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





## Vision

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

## Mission

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



## 2017-2018 Overview

As the custodians of records and data contained within PRIME-BC—the information management tool used by police to support them in their public safety mandates—PRIMECorp recognizes the importance of keeping the system resilient and the information it contains secure. From frontline police officers to crime scene investigators and analysts, through to personnel in the justice system, PRIME-BC is a tool that touches all facets of police work and over the past year, PRIMECorp has continued its efforts to enhance both service and security.

Starting with the appointment of Oliver Grüter-Andrew as PRIMECorp's new Chief Executive Officer in September 2017, it has been a year of formative change. With 25 years of technology and transformational change leadership experience in both the public and private sectors, Oliver has made the evolving needs of police agencies a top priority. As a result, one of Oliver's first initiatives was to launch a review of PRIMECorp's organizational structure. This review, commissioned in March 2018, will result in a transformation of PRIMECorp's service delivery model for enhanced service and more efficient project management.

With a focus on the needs of its partners, PRIMECorp commenced work on developing a fulsome strategic plan in 2018 to define the organization's future. Stakeholder participation has been a key aspect of the strategic planning process, with a special Board Task Force working directly with PRIMECorp's executive team to create the plan. Strategic planning workshops were held with police leadership and frontline users of the PRIME-BC system along with PRIMECorp staff. The value of these sessions cannot be overstated, with feedback helping to create a better understanding and appreciation for system requirements that might not exist today, but would allow users to perform their duties more effectively and efficiently in the future. PRIMECorp's strategic plan will be launched in 2019.

As part of PRIMECorp's commitment to maintaining the security and integrity of the PRIME-BC system, throughout 2017 and into 2018 staff focused on modernizing PRIME-BC's network and computing architecture through an infrastructure lifecycle refresh initiative. The design and configuration of the new infrastructure, is directly tied to recommendations from the Office of the Auditor General of British Columbia (OAG) in its 2016 security audit. This initiative will provide expanded security controls, improved auditing and more centralized management in comparison with the previous environment. It will also enable improved resilience and continuity of services.

Implementing a second PRIME-BC data centre was a key recommendation of the OAG. In 2017, work was completed on a new state-of-the-art geographically diverse data centre, located outside of the Lower Mainland to enhance continuity of service delivery. PRIMECorp anticipates completing connectivity of police Computer-Aided Dispatch (CAD) and mobile workstations to the secondary data centre by the end of 2018.

In terms of PRIMECorp's financial status, overall results for the fiscal year were favourable. This is a direct result of the sustainable financial path the organization has developed that continues to serve PRIMECorp well. Full financial results, including the Auditors' report, can be found online: [primecorpbcc.ca](http://primecorpbcc.ca).

# Operational and Technical Highlights

Service and security were key areas of focus for PRIMECorp throughout the 2017-2018 reporting period. Together with its technical service partner, E-Comm, the organization continued to support and enhance the delivery of PRIME-BC services.

## 2017-2018 OPERATIONAL AND TECHNICAL HIGHLIGHTS

- Worked to further strengthen security postures for the PRIME-BC system through industry-leading technologies.
- Enhanced police agencies' ability to leverage information from PRIME-BC for the purpose of data analysis.
- Began overseeing the development of a province-wide plan for digital evidence management.
- Undertook a review of PRIMECorp's technical and business services to improve service delivery.
- Developed infrastructure to enable a PRIME-BC application to process eTickets—reducing the amount of time officers are required to spend roadside during routine traffic stops.
- Began testing Versadex Prosecution Report Extraction in 2017—a new tool to allow PRIME-BC users to provide electronic disclosure of PRIME-BC information to BC Prosecution Services for court-related matters.

## Financial Highlights

The 2017-18 fiscal year ended with positive financial results for PRIMECorp. The annual surplus at March 31, 2018 is \$800,000 and is \$937,000 more than budgeted.\* Revenues are \$331,000 less than budgeted,\* mainly due to delays in the rollout of the Road Safety Initiative ("RSI") project.

Operating expenses are significantly lower than budgeted (\$1 million) due to a multitude of factors including the corresponding reduction in operating expenses for salaries and maintenance and technology with the RSI project; reduced premises and maintenance and technology expenses for the new data centre; and reduced professional and consulting costs for the data extraction services project. The costs for the RSI, data centre and data extraction services delays will roll into the future fiscal year (and are included in the 2018-19 approved budget).

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 2018-2019 budget and financial forecasts for the next four years, incorporating existing core services and some future planning for evolving technologies. The 2018-2019 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 remains on ensuring funds continue to be 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.

*\* Excludes computer hardware and software revenues/expenses*

## 2017-2018 FINANCIAL HIGHLIGHTS

- The fiscal year ended with an annual surplus of \$800,000. These results support the strategic goals of the organization and its financial sustainability and stability.
- The 2017-2018 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, 2018, \$309,000 has been collected with \$17,000 drawn from surplus (reserve) toward the new data extraction services, leaving a balance of \$292,000 set aside.
- The full lifecycle replacement of the existing PRIME-BC infrastructure including a geo-redundant data centre facility over a three-year period, which started in fiscal 2016/17 continued to be a major activity in 2017/18.
- PRIMECorp received \$509,000 from the Province of British Columbia for the second portion of the grant funding to design and build the e-Ticketing system to support its Road Safety Initiative Project, with the initial term commencing March 31, 2017 and ending September 30, 2019.
- PRIMECorp's cash on hand decreased by \$515,000 bringing the year-end balance to \$5.5 million. Cash flow earned from operating activities for the year was \$906,000. Cash flow expended for capital purchases (including the leased capital assets) for the year was \$1.2 million.
- The net financial assets decreased by \$6,000, resulting in a year-end balance of \$3.4 million, available for capital and operating spending.

The PRIMECorp Board of Directors has also approved a projected maximum 3% per officer levy increase in 2018-2019 through to 2022-2023, a portion of which (1%) will continue to be allocated to surplus for technology and systems life cycle refresh.



# Financial Highlights

## STATEMENT OF OPERATIONS

Year ended March 31, 2018, with comparative information for 2017.

	BUDGET	2018	2017
Revenue	\$11,966,840	\$12,415,466	\$11,805,713
Expenses	12,103,700	11,615,542	11,557,940
Annual surplus (deficit)	(136,860)	799,924	247,773
Accumulated surplus, beginning of year	5,808,428	5,808,428	5,560,655
Accumulated surplus, end of year	\$5,671,568	\$6,608,352	\$5,808,428

To obtain copies of PRIMECorp's 2017-2018 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit [primecorpbc.ca](http://primecorpbc.ca).

## 2017-2018 PRIMECorp Board of Directors

### Clayton Pecknold

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

### Oliver Grüter-Andrew

President & CEO, E-Comm

### David Jones\*

Chief Constable, New Westminster Police Department

### David Stuart

CAO, District of North Vancouver

### Jason Rude

Senior Director of Information Services, Vancouver Police Department

\*Interim Board Chair from October 2017 to present.

## PRIMECorp Leadership Team

### Oliver Grüter-Andrew

Chief Executive Officer

### Bob Gehl

Chief Operating Officer

### Michael Webb, P.Eng

Chief Technology Officer

### Beatrice Nicolato, CPA, CGA

Chief Financial Officer

### Jody Robertson

Chief Communications Officer & Corporate Secretary

## 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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