



2020 – 2021

PRIMECorp **Annual Report**

April 1, 2020 – March 31, 2021

VISION

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

MISSION

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

VALUES

Our values guide how we carry out our work: Respect, Integrity, Collaboration, Accountability and Service.

2020-2021 Overview

For many organizations, the COVID-19 pandemic was an opportunity to get back to basics — a time to slow down and reevaluate. As an essential service provider, the beginning of the pandemic for PRIMECorp meant a hard and fast shift to ensure our staff were safe and healthy while maintaining continuity of the critical services we provide to the policing community of British Columbia.

Despite challenges brought on by the constraints of new and changing public health orders, I am very proud of the efforts of the PRIMECorp team to continue our operations over the past 18 months. With very few noticeable differences, we were able to transition seamlessly from hosting on-site stakeholder meetings with 27 attendees one week to connecting virtually the next. Working through COVID-19 has provided a fresh perspective on how we operate, how we collaborate and the need to modernize the way we work moving into the future.

As we adapted to our new normal, we were also witness to drastically changing public sentiment with regards to the role of police in our society. Given PRIMECorp's unique relationship with the police community through our management of PRIME-BC, we took the opportunity to share recommendations with the Special Committee on Reforming the Police Act, appointed by the Legislative Assembly, related to the collection and use of police data.

Legislation that governs the privacy of information in British Columbia can lead to limitations on the data-sharing capabilities between police and other public bodies. The need to be able to share information—both to and from police—formed the heart of our recommendation to develop a provincial framework for this vital data collection. When police respond to mental health calls, or calls related to substance use and other complex societal issues, the police response can be enhanced by having access to additional relevant medical information regarding those involved. We see an opportunity to acquire this vital information with a proposed voluntary registration system or through prescribed data sharing that would allow individuals or their caregivers to share particulars which may be relevant during an interaction with the police.

Adding to the complexities of policing is the ever-growing inter-connectivity of the world in which we reside. With technology now acting more like an additional partner in the field for police agencies, captured information and evidence has

become increasingly digital. Understanding this new reality and that needs for policing are evolving, PRIMECorp has already taken steps and continues to engage in strategic planning to build out our roadmap for the future. Through the Technology Modernization Project, PRIMECorp is working to position ourselves to meet the current technology needs of the policing world and the growing needs moving into the future.

WAYNE PLAMONDON,
PRIMECorp Chief Operating Officer



Operational and Technical Highlights

PRIMECorp's key areas of focus throughout the 2020-2021 reporting period were continuing to analyze feedback from the police community about their current and future technology needs and, moving forward with upgrades and pilot projects to enhance our service offerings through PRIME-BC, in spite of the ongoing pandemic.

Technology Modernization Project continues

After gathering information from police agencies about their technology needs for records management, PRIMECorp began upgrades to the provinces computer-aided dispatch (CAD) system in 2020. A major element of the feedback received from the policing community was a need for more control and versatility in the CAD system. As such, one of the major changes made during the CAD upgrades was to grant PRIMECorp more control over the future changes and patches implemented in the system—meaning updates will be faster and more consistent amongst all users and servers going forward. The phased CAD upgrades, which were officially completed in May 2021, are the first step in upgrading the technology used for the records management system across B.C. and help prepare for the upcoming upgrades to the police records management system, which will be commencing in 2022.

Successful Digital Evidence and Disclosure Management (DEMS) pilot project

As part of the growing demand for a comprehensive system to store, manage, analyze and disclose evidence that has been gathered digitally, PRIMECorp was asked to oversee an operational pilot for a DEMS system on behalf of the police and justice sector. In addition to the clear data management benefits of a DEMS system, it would also offer agencies the opportunity to consider using artificial intelligence to assist with transcription for victim statements—decreasing the time and investment needed for these transcriptions and minimizing officer exposure.

The BC RCMP, Vancouver Police Department, Victoria Police Department, Metro Vancouver Transit Police and the BC Prosecution Service all engaged with PRIMECorp in the pilot of a DEMS solution. This highly successful pilot, which ended in the summer of 2021, involved participation from 287 people including 164 sworn police officers and 123 civilians. The DEMS system received full endorsement from the involved stakeholders with the goal of moving ahead with a provincial system—a project that PRIMECorp will lead over the next two years.

Replacement technology for data warehouse

The technologies which allow police agencies to analyze data for crime analysis and business intelligence purposes are supported by PRIMECorp; however, the existing systems are in need of modernization. In 2021, PRIMECorp ran a successful proof of concept to replace one of the legacy environments that supports this vital work of police agencies. Once development of this technology is complete, implementation will coincide with upgrades to the records management system.

Mobile solutions for smartphones

PRIMECorp worked closely with a number of police agencies across B.C. to test and implement smartphone technology that will allow police officers the ability to access and perform work for which they would have typically needed access to a mobile data terminal (MDT) in a police vehicle to complete. Not only is this technology a huge benefit to officers on foot or by bicycle, it is fully integrated with the police CAD system—providing all the officer and public safety benefits afforded within the police vehicles.

Financial Highlights

Financial Overview

The 2020-21 fiscal year ended with a net surplus of \$619K, significantly better than the budgeted net deficit of \$490K, and resulted in an accumulated surplus of \$6.5M. This favourable variance is primarily due to project delays; lowered expenses and timing of certain technology maintenance contracts (e.g. Cherwell, data extraction software maintenance); staffing vacancies and timing of recruitment; and the impact of COVID-19 in terms of reduced employee related expenses, such as travel. The \$619K of surplus funds will be set aside for future investment, including critical infrastructure. Future access to these funds will require Board approval.

These results continue to demonstrate that PRIMECorp is financially, operationally and organizationally stable and well positioned to continue investing in technology and service improvements. The Board of Directors has also approved the 2021-22 Budget and financial forecasts for the subsequent four fiscal years, commencing in 2022-23, to continue aligning PRIMECorp's financial planning to a five-year horizon that is consistent with the municipal, provincial and federal agencies to whom PRIMECorp's services are provided. Commencing in 2022-23, the forecast continues to anticipate annual ongoing increases of 4.0 per cent to support increasing costs resulting from expansion of services and to meet the requirements of our agencies, as well as corresponding operating cost increases. The Strategic Financial Plan forecasts supports and delivers stable and predictable levies for municipal funders. PRIMECorp's ongoing commitment to providing advance notice of future levy estimates ensures that funders benefit from financial stability with respect to levies and allows for their inclusion in municipal budget and financial planning cycles.

The Province of British Columbia contracted PRIMECorp to support and assist with the rollout of the eTicketing system to PRIME-BC users. As such, PRIMECorp and the Province entered into a funding agreement for this rollout of services, commencing October 1, 2019 and terminating September 30, 2022. \$468K of the Road Safety Initiative (RSI) grant funding was expended in 2020-21, leaving \$1.05M available for future RSI project use.

The original Data Extract Service (DES) solution, which commenced in 2017 and was completed this fiscal year, was determined not be a suitable solution going forward and is now being used as a backup solution. The Board of Directors approved expenditures in-period in the 2020-21 fiscal year to proceed with an alternate solution for DES, a customized Versaterm Dataviews solution to address PRIMECorp's specific requirements. The final specifications for the Dataviews project completed in early 2021 and work by the vendor commences in the upcoming fiscal year.

The costs for the three projects (Dataviews, Digital Evidence Management System (DEMS), and the Computer-Aided Dispatch/Records Management System (CAD/RMS) evolution will continue into the next fiscal year as drawdowns from net financial assets. These three draws from surplus represent the key initiatives in the 2021-22 budget as the majority of costs relate to vendor (Versaterm) and other one-time professional services costs.

PRIMECorp continues to focus on ensuring funds are directed to areas which provide the highest level of service to agencies, as well as the evolution of technology systems, software and other critical assets in a planned, sustainable, timely and cost-effective manner.

2020 - 2021 Financial Highlights

The fiscal year ended with an accumulated surplus of \$6.5M and net financial assets of \$3.7M available for future capital and operating spending. These results support the strategic goals of the organization and its financial sustainability and stability.

- The year-end results include costs (both operating and capital) incurred for projects that were approved as part of the 2020-21 budget, to be expended from the net financial assets; with the exception of the drawdown for DES, due to the delay with Versaterm Dataviews, expenditures for the DEMs and CAD/RMS projects are in line with the budget:
 - \$209K for the DES project, of which \$109K was for the final payment of the ISM DES solution and \$100K for the Versaterm Dataviews proof of concept;
 - \$100K for the DEMS project which was approved by the Board of Directors on June 27, 2018 and December 5, 2018; and
 - \$150K for the CAD/RMS evolution project, which was approved by the Board of Directors on December 5, 2018.
- PRIMECorp's cash on hand increased by \$2.0M, bringing the year-end balance to \$6.9M. Cash flow from operating activities increased for the year by \$2.4M and \$447K was expended for capital purchases.
- Net of the authorized drawdowns for the three projects, the net financial assets increased by \$1.38M, resulting in a year-end balance of \$3.67M, available for capital and operating spending.

¹PRIMECorp hosts and supports the PRIME-BC Data Warehouse service, which has been in operation since 2008 and, due to increased expectations and requirements of the data warehouse service, PRIMECorp entered into a contract with Information System Management Canada (ISM) for the required software design, implementation and support services of a new data extraction service. The implementation is delayed and it is uncertain as to when the system will be production ready. PRIMECorp is currently examining alternative solutions.

²Digital Evidence Management is one of the key initiatives identified during the strategic planning work to develop the provincial capability for digital information management, and ensure that police and organizations across the justice continuum are able to access and utilize this information. PRIMECorp has taken the lead on the procurement of a comprehensive Digital Evidence and Disclosure Management solution.

³The CAD and RMS Evolution is a key initiative identified as an outcome of the strategic planning work; this initiative involves working with Police and Fire partners to define and implement the next generation of CAD and RMS solutions to best suit their needs.

Summary Statement of Operations

Year ended March 31, 2021, with comparative information for 2020.

	Budget	2021	2020
Revenue	\$13,162,140	\$13,260,305	\$12,830,034
Expenses	13,651,680	12,641,029	12,614,290
Annual Surplus (deficit)	(489,540)	619,276	215,744
Accumulated surplus, beginning of year	5,837,695	5,837,695	5,621,951
Accumulated surplus, end of year	\$ 5,348,155	\$ 6,456,971	\$ 5,837,695

The Summary Statement of Operations has been excerpted from the Audited Financial Statements – Statement of Operations; to obtain copies of PRIMECorp's 2020-2021 Audited Financial Statements, including the independent Auditors' Report thereon and Notes to the Financial Statements, please visit primecorpbc.ca.

2020 – 2021 PRIMECORP BOARD OF DIRECTORS

Wayne Rideout
Board Chair, Assistant Deputy Minister and Director of
Police Services, Ministry of Public Safety & Solicitor General

Oliver Grüter-Andrew
President & CEO, E-Comm

Dave Jones
Chief Officer, Metro Vancouver Transit Police

Jason Laidman
Deputy Chief Constable, Victoria Police Department

Jason Rude
Senior Director of Information Services,
Vancouver Police Department

David Stuart
CAO, District of North Vancouver (nominated by UBCM)

Allan Suckling
Director General, IMT Branch, RCMP E-Division

Gord Klassen
Councillor, City of Fort St. John (nominated by UBCM)

Paul Thorkelsson
CAO, District of Saanich (nominated by UBCM)

PRIMECORP LEADERSHIP TEAM

Oliver Grüter-Andrew
Chief Executive Officer

Wayne Plamondon
Chief Operating Officer

Beatrix Nicolato
CPA, CGA, Chief Financial Officer

Sandra MacKay
Corporate Secretary

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.

The 10-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.

ABOUT PRIME-BC

PRIME-BC (Police Records Information Management Environment) 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 and computer-aided dispatch system covering an entire province in Canada and is 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 10,000 police officers interact with PRIME-BC.



Website: <https://www.primecorpbc.ca/>

Strategic Action Plan

<https://www.primecorpbc.ca/strategic-plan/>

