

2021–2022

PRIMECorp Annual Report

April 1, 2021–March 31, 2022

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.



2021–2022 Overview

Maintaining stability in challenging times

From severe weather events such as the summer 2021 heat dome and unprecedented fall flooding to the ongoing COVID-19 pandemic, PRIMECorp's focus was to provide stable and reliable operational and technical support services for the policing community in B.C. As the custodian of police information and data contained within PRIME-BC (Police Records Information Management Environment), our team exhibited resilience and determination to make sure the systems police rely on were always available.

As we concentrated on maintaining our essential services, unfortunately, we have not been able to make the anticipated progress on some projects. Like many organizations, PRIMECorp has faced staffing challenges and difficulty recruiting skilled technology personnel in a competitive sector. As we stabilize our core services, we are confident in our ability to resume planning on future initiatives.

In 2021, PRIMECorp made a submission to the B.C. Legislature's Special Committee on Reforming the *Police Act*. As a provincewide organization, PRIMECorp has a well-developed track record of working collaboratively with police agencies and can materially assist with the development and

implementation of the technological solutions that will be required to meet the changing environment for police services. The committee issued recommendations in April 2022 and PRIMECorp awaits direction from the provincial government. We stand ready to offer suggestions and advice on where our organization could assist with the future of policing in B.C. and changes to the provincial *Police Act*.

I want to take a moment to recognize the accomplishments of our staff during the past year. For such a small organization, I am always amazed and impressed by the amount and quality of work done by our dedicated team. We are a small, but mighty organization. I look forward to the progress we will make in the next year as we make new strides on delivering on our mission to help police in their public safety mandates through excellence and innovation in information services delivery and technology.

WAYNE PLAMONDON
PRIMECorp Chief Operating Officer



Operational and Technical Highlights

Here's a look at some of PRIMECorp's key activities in 2021–22

Upgrading systems

PRIMECorp completed a major upgrade to the province's computer-aided dispatch (CAD) system in June 2021. Following feedback from the police community, the upgrades provide more control and versatility in the CAD system.

Looking ahead, our main project focus in 2022–23 is to upgrade Record Management System (RMS) Version 8.1. We were able to do some planning in the past year, but progress was slow due to staffing challenges. We are now moving full-steam ahead on this project, with an anticipated go-live in late spring 2023. The key to this work is modernizing the technology used for RMS and migrating away from legacy databases.

Digital Evidence Management System (DEMS)

In 2021–22, PRIMECorp worked to implement a new cloud-based solution for a provincial system to store, manage, analyze and disclose evidence that has been gathered digitally. The provincial government has made use of this system mandatory for all B.C. police agencies. After a successful pilot project in 2021, we continue to work on building out and implementing the new system. It's a massive undertaking with multiple agencies and stakeholders. Some 1,100 users are expected to be using the new system in the coming months. In addition to storing traditional forms of evidence, DEMS will also support the use of other police technologies including body-worn cameras.

Enhanced technology support

As we faced staffing challenges in the past year, we implemented additional agreements with PRIMECorp's technology vendors. This helped ensure any gaps in resourcing for critical projects could be supplemented by agreements with vendors.

Cyber security

In the ever-changing world of cyber security and new threats, PRIMECorp ensured training and system improvements were up to date for our organization, our public safety partner E-Comm (Emergency Communications for British Columbia Inc.) and other stakeholders. Enhancing the security of all technology systems and improving our capabilities in this essential area continues to be a priority to make sure we are protecting sensitive data.

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- *Proudly supporting the British Columbia Policing community through PRIME-BC.*
 - *PRIMECorp is the custodian of police information and data contained within PRIME-BC.*
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Financial Highlights

Financial Overview

The 2021–22 fiscal year ended with a net surplus of \$1.08M, significantly better than the budgeted net surplus of \$26K, and resulted in an accumulated surplus of \$7.5M. This favourable variance is primarily due to lower than budgeted operating expenditures, specifically salaries, maintenance, and technology and professional fees.

PRIMECorp receives the majority of its funding or “User Service Fees” through a per-officer fee (levy) based on the number of officers authorized strength in B.C. Total revenues included user fee levies collected at \$1,267 per officer while total expenses include chargebacks, amortization, allocations, and approved draws from surplus. This resulted in a year-end net surplus of \$1,079K, which funds will be set aside for future investment, including critical infrastructure; access to these funds would require Board approval, either through separate board reports and authorization or through the budget approval process.

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 2022–23 budget and financial forecasts for the subsequent four fiscal years, commencing in 2023–24, 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 2023–24, the forecast is for annual ongoing increases of 5.0 per cent, inclusive of 1.0 per cent to be set aside for future expenditures. This will support increasing costs resulting from expansion of services and to meet the requirements of our agencies, as well as corresponding operating cost increases recognizing the current economy. 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 B.C. continues to contract PRIMECorp to support the rollout of the eTicketing system to the PRIME-BC agencies. PRIMECorp and the Province entered into a funding agreement for the rollout services, commencing October 1, 2019 and terminating March 31, 2023. \$493K of the Road Safety Initiative (RSI) grant funding was expended in 2021–22, leaving \$561K available for future RSI project use.

The original Data Extract Service (DES) solution, which commenced in 2017, was completed last fiscal (2020–21), but as it was determined that it would not be a sustainable solution going forward, the solution is now being used as a backup. The Board of Directors approved expenditures 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 will commence in the upcoming fiscal year and was contemplated in the 2022–23 approved budget.

The Digital Evidence Management System (DEMS) was a significant amount of work, involving numerous police agencies and the province, and will continue into the upcoming fiscal period as ongoing operations, including funding. The Board of Directors approved a contract with Axon in 2021. Effective November, 2021, Axon commenced billing PRIMECorp for the number of DEMS authorized users (based on an annual fee of \$650 per authorized user). As each police agency is responsible for their DEMS authorized user fee, PRIMECorp invoices the police agencies on a monthly basis for their share of the DEMS authorized user fee. This is presented as revenue (sales) and expense (cost of sales) and nets zero to PRIMECorp overall.

The CAD/RMS evolution work was completed as planned and monitoring for future evolution will be ongoing.

While there will be ongoing activity with all three of the above noted projects, only one is identified for further draws from surplus in the 2022–23 approved budget; which is completion of the Versaterm Dataviews project in the amount of \$94K.

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.

2021–2022 Financial Highlights

The fiscal year ended with an accumulated surplus of \$7.5M and net financial assets of \$4.7M available for future capital and operating spending. These results support the strategic goals of the organization and its ongoing financial sustainability and stability.

- The year-end results include costs (both operating and capital) incurred for projects that were approved as part of the 2021–22 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 budget:
 - \$53K for the Versaterm Dataviews project (formerly Data Extract Services “DES”)
 - \$101K for the Digital Evidence Management System (“DEMS”) which was approved by the Board of Directors (on June 27, 2018 and December 5, 2018); and
 - \$26K for the CAD/RMS evolution project which was approved by the Board of Directors (on December 5, 2018).
- PRIMECorp’s cash on hand decreased by \$1.1M, bringing the year-end balance to \$5.8M.
- Cash flow from operating activities decreased for the year by \$184K and \$932K was expended for capital purchases.
- Net of the authorized draws identified above, net financial assets increased by \$990K, resulting in a year-end balance of \$4.66M available for capital and operating spending.

1. PRIMECorp hosts and supports the PRIME-BC Data Warehouse service, which has been in operation since 2008. PRIMECorp entered into a contract with ISM Information System Management Canada for the updated required software design, implementation and support services of a new Data Extraction Service. The solution was determined to be unsustainable and Versaterm was contracted to implement a new solution called “Dataviews”.

2. Digital Evidence Management was one of the key initiatives of the PRIMECorp Strategic Action Plan; this initiative was to develop the provincial capability for digital information management, and ensure that police and organizations across the justice continuum are able to utilize this information. PRIMECorp has taken the lead on the procurement of a comprehensive Digital Evidence and Disclosure Management solution. Axon was contracted in 2021 and roll-out has commenced.

3. CAD and RMS Evolution was a key initiative of the Strategic Action Plan; this initiative involves working with police partners to define and implement the next generation of CAD and RMS solutions to suit their needs.

Summary Statement of Operations

Year ended March 31, 2022, with comparative information for 2021.

	2021/22 Budget	2021/22 Fiscal (actual)	2020/21 Fiscal (prior)
Revenue	\$13,782,350	\$14,109,817	\$13,260,305
Expenses	13,756,780	13,030,783	12,641,029
Annual Surplus	25,570	1,079,034	619,276
Accumulated surplus, beginning of year	6,456,971	6,456,971	5,837,695
Accumulated surplus, end of year	\$6,482,541	\$7,536,005	\$6,456,971

The Summary Statement of Operations has been excerpted from the Audited Financial Statements—Statement of Operations; to obtain copies of PRIMECorp's 2021-2022 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit primecorpbc.ca.

2022–2023 PRIMECorp Board of Directors

Oliver Grüter-Andrew

President & CEO, E-Comm

Dave Jones, Board Chair

Chief Officer, Metro Vancouver Transit Police

Gord Klassen

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

Jason Laidman

Deputy Chief Constable, Victoria Police Department

Dwayne McDonald

Deputy Commissioner, RCMP E-Division

David Pilling

Executive Director, Municipal Policing Governance & Oversight,
Ministry of Public Safety and Solicitor General

Tyrone Sideroff

Superintendent of Information Services, Support Services Division,
Vancouver Police Department

Kim Singh

Manager, Police Services, City of Coquitlam (nominated by UBCM)

David Stuart

CAO, District of North Vancouver (nominated by UBCM)

Allan Suckling

Director General (ret'd), Information Management Technology
Branch, RCMP E-Division

PRIMECorp Leadership Team

Oliver Grüter-Andrew

Chief Executive Officer

Wayne Plamondon

Chief Operating Officer

Beatrix Nicolato, CPA, CGA

Chief Financial Officer

Krystal Boros

Corporate Secretary

As of October 5, 2022

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.

Strategic Action Plan

PRIMECorp's Strategic Action Plan is a forward-looking strategic plan that aligns to the public safety objectives of the policing community and broader justice system in British Columbia. This is PRIMECorp's first long-term comprehensive strategy, guiding its direction to 2025.

The plan is available at primecorpbc.ca/strategic-plan.

primecorpbc.ca

