



**2022–2023**

# PRIMECorp Annual Report

## 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.

April 1, 2022–March 31, 2023

# 2022–2023 OVERVIEW

## A Strategic Partner

As society transitioned out of the COVID-19 pandemic, communities in British Columbia experienced the return of pre-pandemic normalcy of in-person events and large public gatherings. Life returning to normal also meant that there was an impact on policing in our province. Along with the calls for service, there were additional pressures of ever-evolving technology, and the continued increase of digital evidence that police and the rest of the justice sector must manage. 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.

In 2022, PRIMECorp and its technology service providers stabilized their workforces and commenced the rebuilding of its maintenance, support and project delivery programs through technician professional development and maturation of processes. As we turned our focus from maintaining our essential services to enhancing and growing technology support to police agencies, we started to make progress on our projects. Like many organizations, PRIMECorp and its key service delivery partners have continued to face staffing challenges and difficulty recruiting skilled technology personnel in a competitive technology sector. Having now stabilized our technical team who support our core services, we are confident in our continued ability to effectively support police operations while planning for future initiatives.

In April 2022, the B.C. Legislature's Special Committee on Reforming the *Police Act* issued their recommendations. As a province-wide 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. PRIMECorp awaits direction from the provincial government, standing 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 group. I look forward to the progress we will make in the next year as we strive 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 Executive Officer



# OPERATIONAL AND TECHNICAL HIGHLIGHTS

## Enhanced Technology Support

PRIMECorp continued to build and mature the capabilities and resiliency of in-house and external technical service providers in the aftermath of the staffing challenges faced over the past several years. The implementation of additional agreements with PRIMECorp's technology vendors, as well as the continued growth and development of PRIMECorp and E-Comm's technical resources, were fundamental to improved technology support. This has helped to ensure the ability to keep PRIMECorp's commitments to police agencies with our maintenance program and project delivery.

## Data Quality Support

As part of PRIMECorp's Service Delivery Evolution, new data quality positions were added to our staff. These positions, along with improved data quality governance, enable PRIMECorp to assist our police partners in having high quality data, which is integral to public and police officer safety.

## Cybersecurity

PRIMECorp's cybersecurity program continued to demonstrate effectiveness in this era of dynamic cybersecurity threats and vulnerabilities. PRIMECorp ensured training and system safeguards remained up to date for our organization, our public safety partner E-Comm (Emergency Communications for British Columbia Inc.) and other key parties. Maintaining a robust security program for all technology systems and improving our capabilities in this essential area continues to be a priority to ensure PRIMECorp is protecting sensitive police agency data.

## Records Management System (RMS)

Our main project focus in 2022–23 was to upgrade the RMS to its latest version. PRIMECorp was able to make significant progress in the past year but it continued to be negatively impacted due to staffing challenges faced by our key partners. In concert with its police agency partners, PRIMECorp is moving forward on this project with the transition to the new version expected to complete in 2024. The key to this work is modernizing the information technology infrastructure used for the RMS, migrating to modern and supportable database systems, in addition to transitioning to the most recent software platform offered by our RMS vendor.

## Digital Evidence Management System (DEMS)

In 2022–23, PRIMECorp continued work 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 is a massive undertaking with multiple agencies and key parties. Some 2,000 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.

*Proudly supporting the British Columbia Policing community through PRIME-BC.*

*PRIMECorp is the custodian of police information and data contained within PRIME-BC.*

# FINANCIAL OVERVIEW

PRIMECorp ended the 2022–23 fiscal year with an annual net surplus of \$510K, which is significantly better than the budgeted net surplus of \$65K and increases the corporation's accumulated surplus to \$8.0M. This is the result of increased interest revenue, lower-than-budgeted operating expenditures (primarily reduced maintenance and technology costs, delays in projects, and reduced spending on professional fees) and lower-than-budgeted amortization costs (due to timing of capital purchases and delays in capital spending for the infrastructure refresh)<sup>1</sup>.

PRIMECorp receives the majority of its funding (User Service Fees) through a per-officer fee (levy) based on the policing authorized strength as defined in the Police Resources in British Columbia publication by the Ministry of Public Safety and Solicitor General Policing and Security Branch. This user fee levy is inclusive of operational costs for DEMS. Total revenues included user fee levies collected at \$1,318 per officer while total expenses include chargebacks, amortization, allocations, and approved draws from surplus. This resulted in a year-end net surplus of \$510K, which 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.

The 2022–23 fiscal year financial results continue to demonstrate that PRIMECorp is well positioned with a sustainable financial path to continue investing in technology and service improvements. The fiscal plans proposed with the 2023–24 budget continue to position PRIMECorp to advance in meeting the organization's goals based on the current suite of services. The 2023–24 budget includes preliminary financial forecasts for the subsequent four fiscal years from 2024–25 through 2027–28 to continue alignment of PRIMECorp's financial planning to a five-year horizon. The Strategic Financial Plan 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.

To ensure financial sustainability and to align to inflationary and cost escalations, the 2024–25 User Service Fees are preliminarily forecasted to increase by 7%. The forecasts commencing with the 2025–26 budget will realign with prior year forecasts with anticipated annual ongoing increases of 5%. This is to help address the increase in costs resulting from expansion of services and increased requirements of our agencies as well as cost increases related to agreements, salaries and benefits and to ensure that PRIMECorp is fully cost-recoverable.

The Province of B.C. contracted PRIMECorp to support the rollout of the eTicketing system to the PRIME-BC agencies through a funding agreement for the rollout services, which terminated March 31, 2023. To enable PRIMECorp to provide continued support and maintenance of the eTicketing system, the Province of B.C. and PRIMECorp entered into a cost sharing agreement commencing April 1, 2023 and ending March 31, 2026. \$496K of the Road Safety Initiative (RSI) grant funding was expended in 2022–23 for rollout support, leaving \$65K available for future RSI project use.

The 2022–23 approved budget included an authorized drawdown of \$94K from net financial assets for the Versaterm Data Views initiative<sup>2</sup>. Due to delays with the RMS 8.1 roll-out, no costs have been incurred this fiscal year and has been deferred to the upcoming 2023–24 fiscal year.

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.

## 2022–2023 FINANCIAL HIGHLIGHTS

**The fiscal year ended with an accumulated surplus of \$8.0M and net financial assets of \$4.9M. These results support the strategic goals of the organization and its ongoing financial sustainability and stability.**

- The 2022–23 fiscal year had an in-period annual net surplus of \$510K, which is \$445K greater than the approved budget. \$15.4M in revenue was recognized with \$14.9M incurred in operating expenses.
- PRIMECorp's cash on hand decreased by \$165K, bringing the year-end balance to \$5.7M.
- Cashflow increased from operating activities for the year by \$862K and \$1.0M was expended for capital purchases. Due to resourcing and capacity issues, some capital items for the infrastructure refresh have been delayed and carried forward into the 2023–24 fiscal year.
- Net financial assets increased by \$234K, resulting in a year-end balance of \$4.9M available for capital and operating spending<sup>3</sup>.

1. Excludes the revenues and expenses relating to the sale of computer hardware and software licences and DEMS authorized user fees, which are unbudgeted items.
2. The original Data Extraction Service (DES), which commenced in 2017, was completed in FY 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 period in 2020-21 fiscal year to proceed with an alternate solution for DES—a customized Versaterm Data Views solution to address PRIMECorp's specific requirements. The final specifications for the Data Views project completed in early 2021 and work by the vendor commenced in the following fiscal year.
3. The change in net financial assets is the result of all the purchases and use of assets by PRIMECorp throughout the fiscal year, combined with the accumulated surplus from the consolidated statement of operations. This year-to-date net financial assets amount represents the amount available to PRIMECorp for both capital and operating spending.



# FINANCIAL HIGHLIGHTS

## Summary Statement of Operations

Year ended March 31, 2023, with comparative information for 2022.

	Budget	2023	2022
Revenue	14,365,450	15,445,700	14,109,817
Expenses	14,300,620	14,935,416	13,030,783
Annual Surplus	64,830	510,284	1,079,034
Accumulated surplus, beginning of year	7,536,005	7,536,005	6,456,971
Accumulated surplus, end of year	7,600,835	8,046,289	7,536,005

The Summary Statement of Operations has been excerpted from the Audited Financial Statements—Statement of Operations; to obtain copies of PRIMECorp's 2022–2023 Audited Financial Statements, including the Independent Auditor's Report and Notes to the Financial Statements, please visit [primecorpbc.ca](http://primecorpbc.ca).

## 2023–2024 PRIMECorp Board of Directors

### Dave Jones

Board Chair, Chief Officer, Metro Vancouver Transit Police (retired)

### Matt Brown

Executive Director, Municipal Policing Governance and Community Safety Division, Ministry of Public Safety and Solicitor General

### Oliver Grüter-Andrew

President & CEO, E-Comm 9-1-1

### Jason Jaschinsky

Director General, IMT Branch, RCMP E-Division

### 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

### 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)

## PRIMECorp Leadership Team

### Wayne Plamondon

Chief Executive Officer

### Donna Mah

Director of Finance

### Tom Bartnik

Director, Application Service Delivery and Transformation

### Brock Smith

External Legal Counsel and Corporate Secretary

As of October, 2023

## 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](http://primecorpbc.ca/strategic-plan).

[primecorpbc.ca](http://primecorpbc.ca)

