

2023–2024

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, 2023–March 31, 2024



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 governments, 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 14 independent 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 primecorpbcc.ca/strategic-plan.

A blurred background image of a crime scene. In the foreground, a white police tape with the words "POLICE LINE DO NOT CROSS" in black capital letters is stretched across the frame. The background is out of focus, showing what appears to be a street at night with some lights and possibly a person in the distance.

POLICE LINE DO NOT CROSS

POLICE LINE DO NOT CROSS



OPERATIONAL AND TECHNICAL HIGHLIGHTS

Records Management System (RMS)

Our main project focus in 2023–2024 continued to prepare for the upgrade of the RMS to its latest version. 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 result will be a modernization of the information technology infrastructure used for the RMS, migration to a modern and supportable database system, in addition to transitioning to the most recent software platform offered by our RMS vendor.

Digital Evidence Management System (DEMS)

In 2023–2024, 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. By the end of the fiscal year, over 2,250 users across a number of police agencies are active on the system with the rollout continuing. PRIMECorp also collaborated with our justice partners on integration between police systems and justice systems for improving the transfer of evidence from the police to the B.C. Prosecution Service.

eTicketing Project

RoadSafetyBC with its partners ICBC, B.C. police agencies and PRIMECorp completed the rollout of the Road Safety initiative's eTicketing project. The RoadSafetyBC project team outfitted more than 1,344 police vehicles across the province over the past five years. To date, roughly 70% of tickets being generated are now eTickets as opposed to their paper counterparts. The changes have significantly aided in modernization efforts and will play a key role in the digitization of roadside.

2023–2024 OVERVIEW

Strengthening our Foundation for Growth

This past year has been a milestone of significant progress for PRIMECorp. Historically, PRIMECorp has relied on contracted services for the provision of several core corporate functions including finance, human resources, corporate communications, and even some executive services. The evolution of PRIMECorp took a major step forward in 2023 as many of these services were brought in-house for the first time in our 21-year corporate history.

With this change, PRIMECorp hired its own finance director along with a finance generalist. In addition, PRIMECorp hired a human resources generalist to manage all aspects of human resources for the organization. There was also a decision to increase PRIMECorp’s in-house technical capabilities, which was factored into the budget planning process heading into the next fiscal year.

As PRIMECorp continues to deliver critical information systems for law enforcement in British Columbia, the need for our organization to focus on data resiliency in the event of a major outage has become paramount. As we evolve our information technology abilities, we will be in a better position to improve upon our resiliency to meet modern public safety expectations.

PRIMECorp is proud to have successfully managed our finances in the post-COVID-19 inflationary environment. We have met our commitment to our policing partners by keeping to previously projected increases and thereby meeting our fiscal mandate. With the support of our Board of Directors, strong fiscal management and a sustainable funding model will remain key areas of focus in the coming years.

We extend our heartfelt thanks to Dave Jones, Chief Officer of the Metro Vancouver Transit Police (retired), for his dedicated service on the PRIMECorp Board of Directors. Dave served first as a Director starting in July 2008 and then as Board Chair from March 2021 through to March 2024. His longstanding service and dedication have been instrumental in PRIMECorp’s success and growth. We wish Dave all the best in his retirement.

We also want to extend a warm welcome to Matt Brown, Executive Director, Municipal Policing Governance and Community Safety, as the new PRIMECorp Board Chair.

Executive Director, Ministry of Public Safety and Solicitor General (Board Chair)

Matt Brown joined the B.C. Public Service in 1999 and has held several roles in various provincial Ministries in the social, health and justice sectors from front-line service to executive level management. Over his career, he has been responsible for teams and provided leadership over investigations, projects and initiatives that have been subject to government and public scrutiny. He has conducted program reviews and risk assessments in the context of death investigations and/or service delivery, held positions with statutory authorities in various provincial Ministries and presided over quasi-judicial processes. As Executive Director in the Policing and Security Branch (PSB), Matt often represents his division and the branch on related and mutually exclusive initiatives with police leadership and provincial and federal government partners. He takes pride in placing a focus on developing and maintaining positive working relationships in order to provide effective service and to meet organizational goals. Matt holds a Master’s Degree in Social Work from the University of British Columbia and Bachelors Degrees from the University of Ottawa.

In conclusion, I would like to recognize the hard work and accomplishments by our dedicated staff who continually deliver to such high standards. This is reflected by our core values that guide how we carry out our work: Respect, Integrity, Collaboration, Accountability, and Service. I look forward to another year as we continue delivering on our mission to help police in their public safety mandates through excellence and innovation in information services delivery and technology.

PRIMECorp’s focus in 2023–2024 was to provide stable and reliable operational and technical support services for the policing community in B.C.



WAYNE PLAMONDON
PRIMECorp
Chief Executive Officer

FINANCIAL OVERVIEW

Summary Statement of Operations

Year ended March 31, 2024, with comparative information for 2023.

	Budget	2023	2022
Revenue	15,136	17,149	15,446
Expenses	15,321	16,606	14,935
Annual surplus (deficit)	(184)	543	510
Accumulated surplus, beginning of year	8,046	8,046	7,536
Accumulated surplus, end of year	7,862	8,589	8,046
Net financial assets	3,630	5,527	4,891

The Summary Statement of Operations has been excerpted from the Audited Financial Statements—Statement of Operations; to obtain copies of PRIMECorp's 2023–2024 Audited Financial Statements, including the Independent Auditor's Report and Notes to the Financial Statements, please visit primecorpbc.ca.

2023–2024 FISCAL YEAR FINANCIAL HIGHLIGHTS

PRIMECorp ended the fiscal year with an annual surplus of \$543K, which is \$727K better than the budgeted deficit of \$184K, and increases the accumulated surplus to \$8.6M¹.

The following events contributed to the net surplus: 1) assuming in-house responsibility for back-office corporate functions; 2) delays with capital projects; 3) delays with technology initiatives (projects and contracts); and 4) an increase in bank interest revenue. Consequently, operating expenditures are 3% lower than expected and revenue is approximately 2% higher than expected². The annual surplus will be set aside for future investments, including allocation of funds to reserves.

As a result of the annual surplus and the delays in capital project spending, net financial assets increased by \$636K resulting in a year-to-date balance of \$5.5M available for capital and operating spending³.

The 2023-24 fiscal year end financial results continue to illustrate the organization's goal to be financially stable today, while also ensuring a sustainable financial path for future investments in technology and service improvements.

LOOKING AHEAD

The preliminary forecasts for the next five years align with previously presented and approved financial forecasts and continue to illustrate the financial stability and sustainability of the organization with balanced budgets. The 2024-25 fiscal year budget balances the need to keep our commitment to the 7% User Service Fee increase (as committed to in the prior year), increased costs in technology and labour and funding the continued evolution and growth of the organization. Balancing budget increases and the needs of the organization is challenging as minimizing budget increases may result in increased risk to fully addressing service demand pressures and service risks.

Given the rapid pace of change in technology, as well as rising costs and the move to subscription and/or hosted services rather than large one-time capital outlays, it will be critical to ensure that PRIMECorp has set aside funds for future investments. PRIMECorp is committed to furthering the organization's financially sustainable path while at the same time continuing to support PRIMECorp's strategic plans and technology evolution roadmaps with a greater focus on reserve fund allocations and growth and longer term investment plans.

PRIMECorp's current financial results and the financial forecasts highlight the strength of the organization's financial position and the commitment to prudent financial management and sustainability.

1. The accumulated surplus represents the total amount by which PRIMECorp assets exceed their liabilities. It is the indicator of PRIMECorp's economic resources available to provide future services. The accumulated surplus amount consists of cash and non-cash amounts (tangible capital items).

2. PRIMECorp receives the majority of its funding (User Service Fees) through a per-officer fee based on the policing authorized strength in B.C. (as published in the Police Resources in British Columbia publication by the Ministry of Public Safety and Solicitor General Policing and Security Branch).

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.

2024–2025 PRIMECorp Board of Directors

Matthew Brown (Board Chair)

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

Todd Matsumoto

Deputy Chief Constable, Surrey Police Service

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, Finance

Tom Bartnik

Director, Technology

Brock Smith

External Legal Counsel and Corporate Secretary

As of October, 2024