

2024-2025 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.

Land Acknowledgement

We respectfully acknowledge that PRIMECorp's office is located on the unceded territories of the xʷməθkʷə́y̓ əm (Musqueam), Skwxwú7mesh (Squamish), səliłwətał (Tsleil-Waututh), and kʷikʷəłəm (Kwkwetlem) Peoples.

PRIMECorp and our staff are grateful to live, work, and be in relation with people from across many traditional and unceded territories, covering all regions of British Columbia. We are honoured to live on this land and are committed to reconciliation, decolonization, and building relationships in our communities.

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 and provincial police agencies and 135 RCMP detachments in British Columbia. More than 10,000 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. The nine-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.

Strategic Action Plan

PRIMECorp's Strategic Action Plan has served as a forward-looking framework aligned with the public safety objectives of the policing community and the broader justice system in British Columbia. As PRIMECorp's first long-term comprehensive strategy, it has guided the organization's direction through to 2025. In support of the organization's key commitments, PRIMECorp achieved significant success in delivering on the three key initiatives (service delivery evolution, digital evidence management and CAD and RMS evolution) outlined in the Strategic Action Plan. These achievements underscore the success of the Strategic Action Plan in guiding the organization over the last 5 years.

With the completion of the current plan, PRIMECorp will begin the development of a new strategic plan in 2026 to continue advancing its mission and responding to emerging priorities. The current plan is available at <https://www.primecorpbcc.ca/strategic-plan/>



Welcome Message from the Chair of the Board

On behalf of the Board of Directors of PRIMECorp, I am pleased to present you with the 2024-25 Annual Report. The report highlights key achievements made by PRIMECorp as well as a look ahead to future direction of the organization.

PRIMECorp is a leader in technology and innovation, and through its strong leadership and corporate culture, maintains a people-first philosophy with its employees and stakeholders.

It is a privilege to serve as Board Chair and to be privy to the changing landscape of police technologies that will enhance public safety throughout our province.

MATTHEW BROWN,
Chair, Board of Directors

In 2024–25, PRIMECorp prioritized the successful completion of the Records Management System (RMS) upgrade while strategically strengthening its corporate foundation. These efforts were aimed at enhancing organizational resilience and ensuring the capacity to effectively support the evolving needs of the policing community into the future.

Transforming Today, Empowering Tomorrow



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

This past year marked a major milestone for PRIMECorp and the policing community in British Columbia. In 2024–2025, we successfully completed a province-wide upgrade of the Records Management System (RMS), which supports over 10,000 police officers and 4,000 civilian staff. This complex and critical initiative represents one of the most significant technical undertakings in our history and reflects our commitment to delivering reliable and modern information systems to those who serve and protect our communities.

Throughout the year, we continued to build strong partnerships and foster collaboration with our stakeholders. We maintained our engagement with RoadSafetyBC to support the advancement of the e-ticketing program, while also working closely with the BC Prosecution Service to develop an end-to-end electronic disclosure process. These efforts underscore our role as a trusted partner in driving digital transformation within the public safety sector.

Following the successful build-out of our internal corporate services in 2023–2024, we made the strategic decision to bring several essential technology services in-house. This marks a significant evolution in our operational model and reduces our reliance on long-term external providers. By doing so, we are better positioned to enhance service delivery, increase agility, control costs, and strengthen internal capacity.

Looking ahead, 2025–2026 will be another year of transition and opportunity. We will focus on growing and empowering our internal

teams, creating a more flexible and responsive organization that can continue to adapt to the needs of law enforcement across British Columbia.

We remain proud of our strong fiscal stewardship, having successfully managed our operations within projected increases despite ongoing economic pressures. The support of our Board of Directors and our commitment to sound financial management will continue to be central to our approach.

On behalf of PRIMECorp, we extend our heartfelt thanks to Jason Laidman, Deputy Chief Constable of the Victoria Police Department (retired), and to Oliver Grüter-Andrew, President & CEO of E-Comm 9-1-1 for their exceptional leadership and service on the PRIMECorp Board of Directors.

We also warmly welcome Deputy Chief Constable Darrell Underwood from the Saanich Police Department who joined our Board in June 2025.

On a final note, I want to acknowledge the dedication, professionalism, and innovation of our staff, who exemplify our core values—Respect, Integrity, Collaboration, Accountability, and Service. Together, we remain steadfast in our mission to support police in their public safety mandates through excellence in information services and technology delivery.

WAYNE PLAMONDON,
Chief Executive Officer



Operational and Technical Highlights

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

Records Management System (RMS)

Our main project focus in 2024-25 continued to prepare for the upgrade of the RMS to its latest version. In concert with its police agency partners, PRIMECorp completed the upgrade in the fall of 2024. This has resulted in the 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. The project also included modernizing aspects of the system for data analytics and crime analysis for the agencies.

Digital Evidence Management System (DEMS)

In 2024-25, 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 3,150 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 Crown.

HealthIM

HealthIM software supports first responders during emergency mental health crisis calls. The BC Association of Chiefs of Police (BCACP) is leading a project to deploy this software to all law enforcement agencies. The goal of the system is to drive meaningful changes in British Columbia policing by providing frontline officers with tools to safely de-escalate crises and guide citizens with mental health struggles to the appropriate care pathways. PRIMECorp's role is to develop an integration so that data from the HealthIM application can be stored into the RMS.

Financial Overview

Summary Statement of Operations

Year ended March 31, 2025, with comparative information for FY 2023-24.

	Budget	2024-25	2023-24
	('000)	('000)	('000)
Revenues	\$ 16,658	\$ 18,770	\$ 17,149
Expenses	16,568	18,080	16,606
Annual surplus	90	690	543
Accumulated surplus, beginning of the year	8,590	8,590	8,046
Accumulated surplus, end of the year	\$ 8,680	\$ 9,280	\$ 8,589
Net financial assets	\$ 5,222	\$ 4,606	\$ 5,527

The Summary Statement of Operations has been excerpted from the Audited Financial Statements – Statement of Operations; to obtain copies of PRIMECorp's 2024-2025 Audited Financial Statements, including the Auditor's Report and Notes to the Financial Statements, please visit <https://www.primecorppbc.ca/>

2024-25 Fiscal Year Financial Highlights

During the 2024-25 fiscal year, PRIMECorp continued its focus on building out its corporate structure, advancing and enhancing its technology solution management and oversight, and successfully completing the RMS 8 and Dataviews implementation. Despite elevated technology costs, PRIMECorp ended the 2024-25 fiscal year with an annual net surplus of \$689K, increasing the accumulated surplus to \$9.3M. The accumulated surplus¹ is a key measure of PRIMECorp's financial strength and long-term sustainability. Net of the annual surplus, the outlay of funds for capital expenditures and additional maintenance support contracts resulted in a decrease in net financial assets to \$4.6M.

As revenue sources are relatively stable and fixed, the surplus is mainly attributed to a reduction in operating expenditures; delays and/or postponements of technology projects have resulted in reduced and deferred spending, and uncontrollable timing differences related

to expenditures that were not incurred in the budgeted timeframe further contributed to the operating expense reduction.

PRIMECorp's 2024-25 year-end financial results demonstrate its strong financial health. The organization continued delivering essential services in support of BC policing operations while also investing in technical infrastructure to meet its asset replacement and growth requirements.

Looking Ahead

Earlier this year, PRIMECorp's Board of Directors approved the termination of technical support operations from the E-Comm technical services Master Services Agreement ("MSA")². The organization has begun transitioning the majority of these services in-house, to be managed and supported directly by PRIMECorp staff. This will position PRIMECorp to be more agile and responsive to the needs of our clients, while providing PRIMECorp with greater control over its technical services delivery and costs. The top priority throughout this transition is to maintain the high level of service delivery our clients and stakeholders expect. Transitioning to self-serve technical services will be best suited to support PRIMECorp's requirements for a secure, reliable, and financially conservative environment that is responsive to evolving stakeholder needs.

¹ Accumulated surplus is the amount by which Financial Assets exceed all liabilities and it is represented by Net Financial Assets of \$4.6M (which is PRIMECorp's reserve funds) and Non-Financial Assets of \$4.7M (comprised of capital assets and prepaid expenses)

² PRIMECorp currently holds a contract with E-Comm for the provision of several critical technology services, including corporate IT support, network infrastructure, and initial service desk response. This contract is set to expire on March 31, 2026.



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

2025–2026 PRIMECorp Board of Directors*

Matthew Brown

Board Chair, Executive Director, Municipal Policing Governance and Community Safety Division, Policing and Security Branch, Ministry of Public Safety and Solicitor General

Jason Jaschinsky

Director General, Information Management Technology Branch, RCMP E-Division

Gord Klassen

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

Darrell Underwood

Deputy Chief Constable, Saanich Police Department

Todd Matsumoto

Deputy Chief Constable, Surrey Police Service

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, Finance

Russ Erickson

Director, Technology

Brock Smith

External Legal Counsel and Corporate Secretary

**As of June, 2025*