



CITY OF BURNABY
OFFICE OF THE MAYOR
DEREK R. CORRIGAN
MAYOR

November 23, 2009

Mayor and Council
District of West Vancouver
750 - 17th Street
West Vancouver, BC V7V 3T3

Dear Mayor and Council:

Burnaby City Council, at the Open Council meeting held on 2009 November 16, received a staff report prepared in response to correspondence from Solicitor General Kash Heed regarding the proposed costs and governance structure associated with the Police Records Information Management Environment (PRIME).

Burnaby Council is very concerned about the rising costs of PRIME, from a "no cost to municipalities" position to \$1,000 per RCMP Member and the creation of a Board of Directors with no representation from local governments.

As a result I have written to Solicitor General Kash Heed, expressing our concerns and requesting an urgent review of both the costs and governance structure of PRIME. I am providing a copy of our staff report and my correspondence to the Solicitor General for your information.

Burnaby Council urges all UBCM members continue to actively petition the Provincial government and your MLAs to ensure local governments are properly represented on the PRIME Board of Directors, and that we have a voice in the determination of costs related to operations, maintenance and future upgrades.

Very truly yours,

A handwritten signature in cursive script that reads "Derek Corrigan".

Derek R. Corrigan,
Mayor

TO: CITY MANAGER **DATE:** 2009 November 10
FROM: DIRECTOR FINANCE **FILE:** 27000 01
Reference: RCMP Prime
SUBJECT: POLICE RECORDS INFORMATION MANAGEMENT ENVIRONMENT
PURPOSE: To Provide Council with an Update and Overview of the Provincial Police Information System

RECOMMENDATIONS:

1. **THAT** Burnaby request that the Province provide municipal representation on the PRIME-BC Board of Directors.

REPORT

Arising out of the discussion of the correspondence item "*User Fee for the Police Records Information Management Environment (PRIME)*" from the B.C. Solicitor General, at the meeting of 2009 October 07, Council requested an update and background on PRIME-BC.

In 1997 the BC Association of Chiefs of Police passed a resolution that stated the need to "*Adopt a common police information system in British Columbia which is focused on supporting operational police officers and the delivery of community policing...*" The resolution was born out of the need for quicker access and sharing of the mass of police information stored in various formats and in multiple agencies throughout B.C.

PRIME-BC was legislated by the Province into existence as a multi jurisdictional shared police information system that is integrated to the Courts (JUSTIN) system. It is based on Canadian developed computer software called *Versadex* that uses a single shared common data base and relies on electronic report submission from the police officers in the field. The software is also used widely across North America and provides a high degree of functionality including general occurrence reports, major case management, document imaging, integrated mug-shots, officer scheduling, electronic workflow, arrest, booking and court follow-up in formats shared by all jurisdictions of the justice system.

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The governance of the system is provided by PRIMECorp, a private company incorporated in 2003. The governing Board of Directors consists of six members:

- Director of Police Services
- C/O RCMP "E" Division
- C/C Capital Regional District Police Chiefs
- C/C Vancouver Police
- C/C Mainland Municipal Chiefs
- President/CEO E-Comm

There is no local government representation or input into the operation, maintenance or upgrade of the systems governed by PRIMECorp. Burnaby does have a staff representative recently invited to sit on the PRIMECorp Finance Committee.

Local government representation, at the Board level, would provide a connection to PRIMECorp that would ensure municipal issues were brought forward and considered in changes to the functionality and operation of PRIME. Attached is a draft, multi-municipal, letter to Minister Kash Heed, being coordinated by Port Coquitlam, in support of a UBCM resolution requesting municipal representation on the PRIME-BC Board. It is recommended that Burnaby indicate its support of the request by being signatory to the multi-municipal letter.

PRIME was first introduced, by the Province, to the local municipalities in 2004 December as a replacement for the existing information system, PIRS (Police Information Retrieval System), with a phased implementation over a four year time period. The implementation, in Burnaby, was completed in 2007.

The PIRS system that was used prior to the adoption of PRIME was charged to the city based on \$228 per Regular RCMP Member. At the time that the Province introduced PRIME the understanding was that it was a provincial initiative that represented "no-cost-to-municipalities". In January 2007 the city was notified that a \$500 per member levy was introduced to cover the operating, maintenance and licence costs of PRIME. At that same time the PIRS levy was discontinued and therefore partially offset the cost increase of the newly introduced PRIME levy. The incremental increase for PRIME was justified through the need to cover the more complex software and maintenance of a Master Name Index that links names from incidents to existing names and incidents in the database.

The change to the use of PRIME by local detachments required a significant training component to ensure the potential increases in functionality were realized. The training required, over the implementation period at Burnaby, resulted in a total cost of \$267,325.

It was understood, by the municipalities, that PRIME's real time update and 24/7 access to the information may require business process changes at the various detachments. It was also stated that the comprehensive "transcription" process, required to validate data, needed to be analyzed to determine the most effective model. Since implementation the transcription services have been centralized and charged to Burnaby through the policing contract, the current rate is \$124,534/year (2010/11).

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Since its introduction, the letter from the Solicitor General indicates, several enhancements have been made to PRIME resulting in its operating costs being \$12 million per year. The Minister anticipates that RCMP Headquarters will cover \$3 million per year with the remaining \$9 million to be allocated amongst the municipalities based on 9,000 RCMP members Province wide. The resulting levy is \$1,000/member/year and equates to a cost of \$308,600/year for Burnaby (including the integrated units).

The PRIMECorp Board of Directors is currently evaluating future enhancements to the system including, Site Disaster Recovery, Server Consolidation, Network Consolidation, and Two Factor Authentication. The costs of the enhancements and impact on the municipal levy are not known at this time.

Cost Summary:

PRIME annual operations levy	\$308,600
Transcription services	<u>124,534</u>
Annual cost to Burnaby	<u><u>433,134</u></u>

One-time Costs:

Training	267,325
Potential enhancements	500,000

The foregoing is provided for the information of Council.



Rick Earle
DIRECTOR FINANCE

Copied to: OIC Burnaby RCMP Detachment

October 6, 2009

Minister Kash Heed
Solicitor General, Province of BC
PO Box 9053 Stn Prov Govt
Victoria BC V8W 9E2

Dear Minister Heed,

**Re: Police Records Information Management Environment of British Columbia
(PRIME-BC)**

We are in receipt of your letter dated September 22nd, 2009 and appreciate your correspondence regarding the success of the PRIME-BC initiative for police records management. We are pleased with the Province's contribution to the project and the project's success.

I am writing today to request reconsideration of passing the operating costs onto municipalities. From our understanding PRIME-BC was introduced as a 'no-cost-to-municipalities' initiative. Those of us who were present when your predecessor announced this Provincial Initiative would recall vividly, Mr. John Les' announcement that this project will be totally funded by the province and not local government. Since its introduction, the costs have slowly transitioned to local governments based on what appears to be a decision by a Board of Directors that does not have municipal representation. We believe there needs to be sufficient municipal representation on the Board to be heard. As you may appreciate, introduction of costs while others manage the cost drivers isn't an appropriate allocation of accountability.

This past week at the 2009 Union of British Columbia Municipalities Convention, the members unanimously approved Resolution #B26 'Pushback on Downloading and Offloading' indicating the membership is very supportive of the need to manage our finances by not assuming the province's areas of responsibility. In the same conference, the membership voted in favour of having municipal representation on the PRIME-BC Board. With these directives, we believe we need to assess the PRIME-BC program in its entirety to understand the legislated area of responsibility, our current practice and allocate costs according to responsibility areas.

In the interim, we ask that the Province refrain from increasing PRIME-BC costs in 2010 until such time that a municipal voice is introduced on the Board and an assessment is done on areas of responsibility. We believe it is most appropriate that the Province assumes full responsibility for PRIME-BC since it is a provincial initiative, assists with cross-jurisdictional issues and also

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benefits the province. After all, this was the intent, if not commitment, on the part of the Province when PRIME-BC was introduced several years ago.

We appreciate your time and look forward to a response to our letter. If you have any questions, please do not hesitate to contact myself at (604) 927-5416.

Sincerely,

Greg Moore
Mayor

On Behalf of:

City of Port Coquitlam
City of



CITY OF BURNABY
OFFICE OF THE MAYOR
DEREK R. CORRIGAN
MAYOR

November 23, 2009

Honourable Kash Heed
Solicitor General
PO Box 9053 Stn Prov Govt
Victoria, BC V8W 9E2

Dear Mr. Heed:

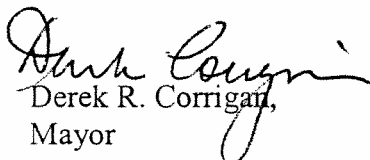
Burnaby City Council is in receipt of your correspondence regarding the "Police Records Information Management Environment (PRIME)" information system. In addition, we have received information from City staff providing background on the development of PRIME and its governance structure, as well as, system costs and potential future upgrades (*copy attached*).

Council was disappointed to learn that while municipalities are being told we will be required to pay a \$1000 per member levy to cover operating, maintenance and other costs associated with PRIME, there is no local government representation on the Board of Directors responsible for the operations, maintenance or upgrade of this system. I am sure you will agree that to have a Board of Directors responsible for assigning costs without any representation from those required to pay those costs is tantamount to "taxation without representation."

Initially PRIME was represented as a "no cost to municipalities" program. Subsequently we were told we would be required to pay \$500 per RCMP member for the service. Now we are told it will be \$1,000 per RCMP member. Yet we have no representation on the Board of Directors, no control over the costs, future upgrades or maintenance and we are expected to somehow find the funding to pay those costs, which in our Municipality will be an additional \$308,000 per year. As you well know, our only revenue sources are property taxes and user fees. To go from "at no cost to municipalities" to \$1,000 per RCMP member per year, places an untenable financial burden upon local governments and our Citizens.

On behalf of Burnaby City Council, I am requesting an urgent review of the PRIME cost and governance structure with the goal of providing consultation on sustainable, shared costs and majority representation from local governments across British Columbia.

Very truly yours,


Derek R. Corrigan,
Mayor