



Policy Name:	PRIME-BC		
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Issued By:	SUPPORT SERVICES BUREAU	Approved By:	SURREY POLICE BOARD
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RELATED POLICIES

AD 9.1 Authorized use of computing environment and electronic communications

AD 9.11 Making Records Private or Invisible

AD 9.13 Property Records

AD 9.14 Records Administration

AD 9.18 Security and Confidentiality of Records and Information

OP 4.11.1 Crime Stoppers

OP 4.45 Street Checks

OP 7.1 Booking and Fingerprinting of Prisoners

OP 8.4 Occurrence Reports

OP 8.2 CAD Hazards

1. PURPOSE

1.1. Surrey Police Service (SPS) will ensure that information being contributed to PRIME-BC is appropriately managed, ensuring authenticity, accuracy, integrity, clarity, and completeness.

2. SCOPE

2.1. This policy applies to all Employees.

3. POLICY

3.1. PRIME-BC is an information management system for law-enforcement and its use is restricted to supporting such activities. The use of PRIME-BC for an unauthorized or unlawful purpose is a violation of an individual's access privileges and an appropriate investigation will be undertaken.

3.2. An Employee who violates this policy is subject to corrective and/or disciplinary action, including termination of employment.

Note: *All transaction activity on PRIME-BC is recorded. Use of PRIME-BC constitutes consent as required by section 184(2)(a) of the Criminal Code.*

3.3. SPS access to PRIME-BC by individual users is subject to appropriate training, authorization, and supervision by SPS or other external agencies that have approved access to PRIME-BC.

3.4. SPS users, both individual and Supervisors, are responsible for the quality of data entered on PRIME-BC. Data quality assurance will be maintained by SPS and is subject to review by the PRIME-BC Audit and Compliance Unit.

3.5. SPS ensures that its business practices and policies follow PRIME-BC Operational Policy and Procedures.

3.6. At a minimum, SPS will create and maintain a PRIME-BC General Occurrence (GO) report for each call-for-service or self-generated activity where, in relation to the incident, there is:

- i. an applicable Canadian Centre for Justice Statistics (CCJS) reportable Uniform Crime Reporting (UCR) Survey Code;
- ii. reason to believe an offence has been committed;
- iii. an arrest;
- iv. a sudden death;
- v. a missing person;
- vi. a breach of the peace;
- vii. violence in relationships; or
- viii. suspicious activity that involves a person of interest to police.

3.7. Information of national interest or of an otherwise sensitive nature which exceeds the security restrictions placed on the PRIME-BC system, as established by the Operations Committee, will not be entered in PRIME-BC.

3.8. Human Resources data and personal information relating to SPS Employees will not be entered in PRIME-BC, other than the name and agency identification number of police officers and other personnel required, as part of the system tables, for the proper operation of PRIME-BC. For exceptions, refer to the PRIME-BC Operational Policy and Procedures Part 1 Management of System Chapter 1.3 System Administration.

- 3.9. SPS use of PRIME-BC incorporates a suite of integrated, component-based applications, including a Computer Aided Dispatch system (PoliceCAD), mobile reporting (MRE), a multi-jurisdictional records management system (Versadex RMS), and information sharing through interfaces with various legacy systems and other authorized agencies.
- 3.10. SPS use of PRIME-BC provides for automated electronic workflows creating efficiency, accountability, and investigational integrity of police files.
- 3.11. SPS will use Versadex RMS, which is an occurrence records management system encompassing the ability to electronically create, receive, capture, organize, maintain, retrieve, protect, preserve, disseminate, and dispose of information collected by police agencies.
- 3.12. Only authorized Employees can access Versadex RMS through approved computer terminals. Versadex RMS has the ability to interface with other computer systems and databases used by SPS, including: Canadian Police Information Centre (CPIC), Law Enforcement Information Portal (LEIP), Police Information Portal (PIP), and JUSTIN.

4. PROCEDURE

Records Management System

- 4.1. SPS ensures sound business practices are developed and followed for the creation of GO reports in response to calls for service (see OP 8.4 *Occurrence Reports*).
- 4.2. Protecting the integrity of information entered in a GO is vital. Employees must ensure that all text in a GO is locked as soon as practicable or after appropriate approval. Upon locking a text page, it should not be unlocked and any necessary changes to the narrative should be addressed by the addition of new text pages. Locked text pages provide the certainty that the integrity of the content has been maintained and ensures justification for police officers acting upon information contained within a GO.
- 4.3. SPS will ensure that all deletions are recorded in case notes where available and are able to withstand an audit or court challenge. SPS will limit the number of individuals authorized to delete records and will define the circumstances where text pages may be deleted. SPS will enforce policy as to what may be deleted (see AD 9.14 *Records Administration*).
- 4.4. SPS will ensure all text documents are written in standard upper and lower case format to promote easy readability. Members must enter surnames in upper case and use 3rd person narration when entering text.
- 4.5. SPS will use Hazard Records to flag addresses with a caution, to warn call-takers, dispatchers, and police officers of hazards at specific locations (see OP 8.2 *CAD Hazards*).

- 4.6. SPS will use PoliceCAD, which is a Computer Aided Dispatch system that is fully integrated with the Versadex RMS, to allow the transfer of complaint and dispatch information to the Mobile Data Terminals (MDT) and the Records Management System.
- 4.7. SPS will use the Master Indices (MI) which contain an amalgamation of information about persons, institutions, and vehicles within the Versadex RMS. These indices are referred to as the Master Name Index (MNI), the Master Institution Index (MII), and the Master Vehicle Index (MVI). The purpose of the MI is to provide a single access point to locate stored information in relation to persons, institutions, or vehicles.
- 4.8. SPS will use the Desktop Report Entry (DRE) which will provide Members and other authorized users direct access to the Versadex RMS to create, maintain, and query various records, as well as generate reports from RMS.
- 4.9. SPS will use the Mobile Data Terminal (MDT) application which will provide Members the ability to access information from a variety of sources, including the Versadex RMS, PoliceCAD, CPIC, LEIP/PIP, provincial Insurance Corporation of British Columbia (ICBC) driving records, and the Automated Canadian/USA Police Information Exchange System (ACUPIES). The program is intended to be used in a mobile environment (e.g., on a portable laptop in a police vehicle), but is not limited to such use. Only authorized personnel can access the MDT application through approved computer terminals.
- 4.10. Employees must not use the CAD, MDT, and Vmail messaging functions to transmit Inappropriate Material.
- 4.11. Employees must ensure that the CAD, MDT, and Vmail messaging functions are not used to transmit information that may be considered personal, confidential, or protected information that is not authorized for disclosure. This includes information that is reasonably likely to be excluded from disclosure under the *Freedom of Information and Protection of Privacy Act* (FOIPPA) (see AD 9.1 *Authorized use of Computing Environment and Electronic Communication* for further clarification on acceptable practice and usage).
- 4.12. SPS will use the Mobile Report Entry (MRE) application which will allow SPS Members to record information related to their duties. The program is intended to be used in a mobile environment but is not limited to such use. SPS will ensure that all information entered in the MRE is transferred to the Versadex RMS.
- 4.13. SPS will use the Property Module which is a property inventory and evidence control system that tracks exhibits, seized property and stolen property, and is fully integrated with the Versadex RMS (see AD 9.13 *Property Records* for the procedures on the use of the Property Module).
- 4.14. SPS will use the Arrest/Court Module which manages arrest, release, booking and prisoner records, as well as the electronic submission of Reports To Crown Counsel (RTCC) through the JUSTIN interface.

CPIC/ LEIP/ PIP Interface

- 4.15. SPS will use the interface with CPIC, which allows for the direct entry of and access to information on CPIC.
- 4.16. SPS will ensure that CPIC records and/or transactions related to a PRIME-BC record form part of that record. SPS will ensure that CPIC subject information pertaining to a PRIME-BC record is stored in the applicable PRIME-BC record, and that information on that record not relating to that subject is removed.
- 4.17. SPS will use the automated functions of PRIME-BC in relation to the addition and removal of Firearms Interest to Police (FIP) records to CPIC. The automation of FIP transactions ensures that notifications are sent immediately upon a GO with qualifying criteria being committed to PRIME-BC. The criteria for automation include a designated Offence Code and a designated Role Code indexed to the founded event. The automation will further ensure that a removal transaction will be sent immediately upon a change to the event that removes any of the criteria.
- 4.18. Information Services Unit will be responsible for reviewing CPIC records ensuring the appropriate Role Codes for entities and Offence Codes have been accurately reflected. SPS will develop protocols to address the regular review of the handle mailboxes to reconcile any failures in the automated transactions of data to CPIC. Any failed transactions must be manually added to or removed from CPIC where applicable.
- 4.19. Information Services Unit will be responsible for the regular review of Flag Records that have been designated as FIP-related to ensure manual removal occurs when required.
- 4.20. Wherever practicable and appropriate, SPS will use CPIC messaging as the preferred method of communication between jurisdictions to ensure that a historical record of actions taken is available.
- 4.21. SPS must not “Add Supplement” to another agency’s record unless specific written agreement to do so has been reached between the two agencies. Agencies wishing to supplement another agencies file must be aware of sub-section 1.3 of Chapter 5.2 “Ownership of Records” in the PRIME-BC Operational Policy and Procedures and understand the ownership rights of the Originating Agency.
- 4.22. SPS will use IntelliBook to capture electronic fingerprints to submit their Form C-216 to the RCMP’s Real Time Identification Services in Ottawa. The IntelliBook application is used in conjunction with the PRIME-BC Arrest Booking subsystem of the Versadex RMS (see OP 7.1 *Booking and Fingerprinting of Prisoners* for details of this process).
- 4.23. SPS will use the interface with LEIP/PIP allowing for the inter-agency sharing of investigational information and intelligence between PRIME-BC regional servers and other authorized systems. LEIP/PIP can only be accessed through authorized and restricted desktop computers, mobile workstations, and web browsers. Agencies that permit access to their records and information through LEIP/PIP can determine and define the limits on the nature of the information that can be retrieved and viewed.

Versaterm Imaging Module

4.24. SPS will develop business rules for document imaging, including, but not limited to:

- i. identifying locations and types of imaging stations;
- ii. identifying positions responsible for or able to scan/ attach documents;
- iii. providing guidelines for users about types of material appropriate for imaging (see PRIME-BC *RMS Reference Manual* for appropriate material guidelines and categories as approved by the Tables and Values Committee);
- iv. identifying material that would not be appropriate for imaging; and
- v. identifying materials that may not require preservation of the original after image is attached in RMS.

4.25. The maximum file size of any imaged document must not exceed 20 megabytes. All documents imaged must be in either PDF or JPEG format (see PRIME-BC *Operational Policy and Procedures*, Chapter 2.8 *Document Imaging* for document settings).

Street Checks

4.26. Operational policy OP 4.45 *Street Checks – Bias Free Policing* addresses the use of Street Check Events. When documenting Street Checks, Members must ensure that the incident does not require a GO. Where a reportable event occurs, as per Canadian Centre for Justice Statistics (CCJS) standards, the investigating Members must submit a GO, and not use the Street Check Event.

Crime Stoppers

4.27. Operational policy OP 4.11.1 *Crime Stoppers* addresses the use of Crime Stoppers information in PRIME-BC GO reports and protecting the anonymity of a Crime Stoppers tipster. The policy addresses the need to determine the level of risk and if investigative action is viable. A PRIME-BC file will only be created if investigative action will be taken on the information provided in the tip.

Workflow

4.28. SPS will develop sound business processes and implement appropriate controls that identify responsibilities for performing specific functions during the entire lifecycle of a call-for-service and its related records. SPS will use automatic and manual routing to direct files within SPS and track them from initial entry to final disposition. Supervisors will assign Follow Up assignments when required to investigators with due dates and track investigative process through appropriate supervision. Refer to PRIME-BC *Operational Policy and Procedures Manual* Chapter 4.1 for further details relating to workflow.

Private and Invisible Records

4.29. Administrative policy AD 9.11 *Making Records Private or Invisible* addresses the circumstances in which an entire PRIME-BC record or portions of the record can be made Private or Invisible. The policy addresses the necessity of balancing the need to protect high risk and sensitive information with the benefits of sharing that information.

Security Management

- 4.30. Administrative policy AD 9.1 *Authorized use of Computing Environment and Electronic Communications* and AD 9.18 *Security and Confidentiality of Records and Information* address security protocols for the use of PRIME-BC and databases. SPS will ensure that PRIME-BC material, records, and related information are subject to acceptable handling of sensitive information. SPS will follow PRIME-BC standards and prohibit disclosure to unauthorized persons.
- 4.31. The default Sensitivity Level for PRIME-BC is “non-sensitive”, similarly the Restriction Level setting for PRIME-BC is “unrestricted”. Information Services Unit will limit the number of users with rights to alter the Restriction Level to reduce the chances of inappropriate use. Information Services Unit will establish business rules for determining the criteria when the use of both the Sensitivity and Restriction functions are justified. Refer to the *PRIME-BC Operational Policy and Procedures* Chapter 5.7 for further details.

Flag Records

- 4.32. SPS will develop business rules for identifying the appropriate circumstances for the use and maintenance of the Flag Record Event Type. Information Services Unit will limit the number of users who have the ability to enter and maintain Flag Record Events to safeguard against misuse. Flag records must be reviewed at least once every twelve (12) months to ensure accuracy of information. Flag records allow SPS to attach an alert to any person, vehicle, business, or address. The Flag Record has two main uses:
- i. it provides a consistent warning mechanism for all members of a police agency; and
 - ii. it provides a tracking mechanism for individuals of special interest to an agency.
- 4.33. SPS will establish business rules for authorizing the use of Flag Record Event Type. SPS will identify the Designated Authority who can create Flag Records. Users not authorized to create a Flag Record must request the agency’s Designated Authority in writing justifying the need for a Flag Record. Once approved the Flag Record shall be created for the user by the Designated Authority.

Criminal Record Acts Pardons and Records Suspensions

- 4.34. SPS will ensure PRIME-BC requirements are met with respect to the *Criminal Records Act*, in that it prohibits the disclosure, to any person, of a pardon record or records suspension that has not been revoked, without the approval of the Solicitor General of Canada. When a Notification of Pardon or Records Suspension is received, the vetting of the file must be done immediately to comply with the *Criminal Records Act*.
- 4.35. SPS will ensure the PRIM-BC requirements are met when a pardon or records suspension is granted. All records of conviction for federal offences must be sequestered if the conviction occurred before the date the pardon or records suspension was granted. All such records in PRIME-BC must be made Private/ Invisible and access to the records must be restricted. All such records shall also be suppressed from PIP. Any links to other files that may link the pardoned or

records suspension subject person to the pardoned / records suspension offences must be vetted / made private.

Absolute and Conditional Discharges

4.36. SPS will ensure the PRIME-BC requirements are met with respect to the *Criminal Records Act*, which prohibits the disclosure, to any person, a record of discharge under section 730 of the *Criminal Code* and the existence of the record, and the fact of the discharge, without the approval of the Minister of Public Safety Canada under the following constraints:

- i. for an absolute discharge, one (1) year after the granting of the discharge;
- ii. for a conditional discharge, three (3) years have elapsed since the Court date on which the offender was discharged on the conditions prescribed in a probation order.

4.37. SPS will develop procedures to ensure that records of persons who have received absolute or conditional discharge are marked for a non-disclosure date.

Purging Records

4.38. Automated Purge Programs may be used to remove data from RMS. SPS may use the Purge Programs to remove aggregated records that have met designated retention periods. Purged records are permanently deleted from all PRIME-BC systems and the Police Information Portal (see AD 9.14 *Records Administration*).

4.39. SPS must not execute a Purge Program without the coordination with PRIMECorp. The use of Purge Programs within the Versadex Admin Utility must be scheduled with PRIMECorp to avoid potential conflicts and to prevent system performance issues. PRIMECorp will limit the number of records to be purged.

APPENDIX A: DEFINITIONS

“ACUPIES” means Automated Canadian/USA Police Information Exchange System.

“CAD” means Computer Aided Dispatch.

“CCJS” means Canadian Centre for Justice Statistics, a division of Statistics Canada, responsible for the development, collection, integration, and analysis of data that reflect trends in Canada and on the development of national- and jurisdictional-level indicators.

“CPIC” means the Canadian Police Information Centre, the computerized national information repository and retrieval system operated by the RCMP on behalf of the nation's policing community that facilitates the sharing of information among authorized agencies.

“Employee” means a sworn Member or Civilian Employee appointed by the Surrey Police Board.

“FIP” means Firearms Interest to Police.

“FOIPPA” means the *Freedom of Information and Protection of Privacy Act*.

“GO” means a PRIME-BC General Occurrence report.

“Inappropriate Material” includes but is not limited to, any form of material of a nature that is pornographic, sexual, or erotic, obscene, lewd, offensive, or harassing, promote violence, hatred, abuse or neglect, or any material which can be considered offensive or contravenes the *Canadian Human Rights Act*, the *BC Human Rights Code*, *Criminal Code* or any other federal or provincial laws. This includes material that could reasonably be expected to bring the reputation of PRIME-BC or a Participating Agency into disrepute.

“JUSTIN” means BC’s justice information system which provides a single integrated database containing aspects of a criminal case.

“LEIP” means Law Enforcement Information Portal.

“MDT” means Mobile Data Terminal.

“MRE” means Mobile Report Entry.

“ICBC” means the Insurance Corporation of British Columbia.

“PIP” means Police Information Portal.

“PoliceCAD” means a Computer Aided Dispatch system that can be integrated with Versaterm’s Mobile Data Terminals (MDT) and Records Management System (RMS) to dispatch and record calls-for-service in a multi-jurisdictional production environment.

“PRIME-BC” means the Police Records Information Management Environment of British Columbia, which was approved by the Minister of Public Safety and Solicitor General in Ministerial Order M 70/05 as an information management system within the definition of section 68.1 of the *Police Act*, R.S.B.C. 1996, c. 367.

“Privacy and Security Office” means the PRIME-BC Privacy and Security Office as described in the Governance Manual.

“PROS” means the Police Reporting and Occurrence System.

“RTCC” means Report to Crown Counsel.

“RMS” means Records Management System.

“RU Committee” means a PRIME-BC Regional User Committee as described in the Governance Manual.

“Supervisor” means a Team Lead, Manager, Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

“TP Committee” means the PRIME-BC Technical Planning Committee as described in the Governance Manual.

“TV Committee” means the PRIME-BC Tables and Values Committee as described in the Governance Manual.

“UCR” means Uniform Crime Reporting (for CCJS).

“Versadex Police CAD” or “Police CAD” means the Versaterm Computer Aided Dispatch system product.

“Versadex RMS” means the Versaterm Records Management System product.

“VISEN Plus Coding System” is a behavioural attitude coding system designed for the exchange of relevant information regarding prisoners being transferred between holding agencies.

APPENDIX B: REFERENCES

Canadian Police Information Centre (2018). CPIC Reference Manual

Criminal Records Act, R.S.C. 1985, c. C-47

Freedom of Information and Protection of Privacy Act, R.S.B.C. 1996, c. 165

Police Act, R.S.B.C. 1996, c. 367

PRIME-BC Computer Aided Dispatch (CAD) Reference Manual (August 12, 2021)

PRIME-BC Operational Policy and Procedures Manual

PRIME-BC Records Management System (RMS) Reference Manual (October 5, 2021)