

## **Annual Business Plan – 2007/08**

The Gaming Policy and Enforcement Branch (GPEB) regulates all gaming in British Columbia, ensures the integrity of gaming industry companies, people and equipment, and investigates allegations of wrongdoing. This includes regulatory oversight of the British Columbia Lottery Corporation (which conducts and manages lotteries, casinos and commercial bingo halls), all gaming services providers and gaming workers, B.C.'s horse racing industry, and licensed gaming events. The Branch also manages responsible gambling programs and distributes gaming funds to community organizations and communities.

The Branch operates within government's broad commitment to client-centred service delivery.

### **The Branch:**

- Develops and manages gaming policy, legislation and standards;
- Regulates all aspects of the gaming industry;
- Licenses charitable gaming events and horse racing;
- Oversees horse racing events, determining the outcome of each race and adjudicating any related matters;
- Registers gaming service providers and gaming workers, and approves and certifies gaming equipment and lottery schemes;
- Conducts audits of charitable and commercial gaming activities and their use of gaming funds to ensure compliance;
- Investigates all alleged contraventions of B.C.'s Gaming Control Act and investigates, in cooperation with law enforcement, all alleged contraventions of relevant sections of Canada's Criminal Code;
- Manages the distribution of government's gaming proceeds, including grants to community organizations, local governments and the horse racing industry; and
- Manages the Province's Responsible Gambling Strategy and Problem Gambling Program, in order to minimize the harm from gambling and promote responsible gambling practices.

The Gaming Policy and Enforcement Branch helps deliver on two of the three Ministry goals:

Goal 1 – Increased safety for individuals and communities throughout British Columbia.

Goal 2 – Shared responsibility for public safety and the protection of public interest (GPEB supported).

Goal 3 – Public confidence in our justice and regulatory systems (GPEB supported).

In addition, GPEB has two additional goals of enhancing human resources programs and reducing barriers to accessing services and improving information technology.

Ministry Goal 2 – Shared responsibility for public safety and protecting public interest

Branch Objective 1 – A comprehensive regulatory framework for gaming

<b>Strategies</b>	<b>1.1</b>	Create and implement a public education campaign that provides province-wide information regarding the types of permitted gaming, licence requirements, and consequences of illegal gaming.
	<b>1.2</b>	Finalize and implement a policy framework for Internet gaming.
	<b>1.3</b>	Ensure the implementation of all necessary actions for GPEB and BCLC resulting from GPEB's review of BCLC's lottery retailer policies and procedures. Respond to Ombudsman's related report if, and as, necessary.
	<b>1.4</b>	Evaluate BCLC's in-house testing of gaming equipment to ensure it meets approved standards.
	<b>1.5</b>	Operationalize business processes for fee collection and evaluate gaming equipment certification process and standards.
	<b>1.6</b>	Develop and implement a backstretch improvement strategy for horse racing personnel (in cooperation with industry stakeholders).
	<b>1.7</b>	Further refine the risk assessment model for charitable and commercial audits.

<b>Performance Measures</b>	<b>Actual 2004/05</b>	<b>Actual 2005/06</b>	<b>Target 2006/07</b>	<b>Target 2007/08</b>
	Number of gaming fund recipients audited	516 audits	522 audits	544 audits
Percentage of audited gaming fund recipients in compliance	76%	80%	85%	86%

Ministry Goal 2 – Shared responsibility for public safety (continued)

Branch Objective 2 – Responsible gambling practices are encouraged through the Responsible Gambling Strategy

<b>Strategies</b>	<b>2.1</b>	Operationalize the Partnership for Responsible Gambling by establishing terms of reference and resourcing requirements. Identify initiatives for 2007/08.
	<b>2.2</b>	Continue targeted public awareness campaigns to increase knowledge of responsible gambling initiatives and treatment services available to those with a gambling problem.
	<b>2.3</b>	Complete evaluation of school based educational resource pilot in Richmond School District and expand and deliver program to the rest of the province.
	<b>2.4</b>	Audit contracted problem gambling service providers to ensure quality of service and value for money.

**Branch Objective 2 – Responsible gambling practices are encouraged through the Responsible Gambling Strategy (continued)**

Performance Measures	2004/05	2005/06	2006/07	2007/08
	Actual	Actual	Target	Target
Responsible gambling prevention presentations delivered around the province to community groups.	1,561	1,700	2,000	2,500

**Branch Objective 3 – Reduced incidence of illegal gambling**

Strategies	3.1	Evaluate and enhance the effectiveness of the Illegal Gambling Enforcement Strategy.
	3.2	Operationalize a decision-making framework and document the prioritization process for Branch investigations.
	3.3	Work collaboratively with law enforcement agencies, the Liquor Control and Licensing Branch, Canada Border Services Agency, Canada Revenue Agency and other agencies, to identify and address illegal gambling activity.
	3.4	Work cooperatively on money laundering and loan sharking initiatives with law enforcement agencies.

Performance Measures	Baseline 2006/07	Target 2007/08	Target 2008/09
	<b>Incidence of Illegal Gambling</b>	Develop and implement a strategy for tracking and reporting the incidence of illegal gambling	Fully implement new illegal gambling tracking and reporting system
Data Source: Data sources for this measure are under development.			

Ministry Goal 3 – Public confidence in our justice and regulatory systems

Branch Objective 4 – Public confidence in the regulation and management of gaming

<b>Strategies</b>	<b>4.1</b> Continue to assess public and stakeholder satisfaction with gaming policies and programs.
	<b>4.2</b> Develop and implement client surveys for the four public-facing Branch divisions (Licensing & Grants; Audit & Compliance; Registration and Horse Racing) to develop baseline measures of client satisfaction.

<b>Performance Measures</b>	<b>2006/07 Actual/Base</b>	<b>2007/08 Target</b>
Percentage of British Columbians surveyed who are satisfied with the conduct of legal gaming in British Columbia.	March 2007	TBD
Percentage of British Columbians surveyed who are satisfied with how the government is addressing problem gambling in British Columbia.	March 2007	TBD
Percentage of British Columbians surveyed who are satisfied with the distribution of gaming revenue in British Columbia (e.g. municipal revenue sharing, economic development, charitable gaming, health care, etc).	March 2007	TBD

Branch Goal – Enhance human resources

Branch Objective 5 – Enhance human resources programs

<b>Strategies</b>	5.1	Develop and implement a Human Resources Plan.
	5.2	Develop and implement a succession planning strategy, including knowledge/information transfer.
	5.3	Continue to enhance the Branch's internal communications.
	5.4	Manage a Branch-wide Student Employment Program and provide leadership in developing and implementing the Ministry Internship Program.

<b>Performance Measures</b>	<b>2006/07 Target/Base</b>	<b>2007/08 Target</b>	<b>2008/09 Target</b>
Number of Student Employment Program four-month positions available each year within the Branch	Three	Four	Five

Branch Goal – Reduce barriers to accessing service and improve information technology

Branch Objective 6 – Reduce barriers to improve access to Branch programs and services

<b>Strategies</b>	6.1	Enhance clients' electronic access to Branch business applications, including applications for grants, licences, registrations, audit submissions, and complaints or allegations of wrongdoing.
	6.2	Evaluate and complete necessary enhancements to public training modules to access and utilize online services.
	6.3	Reduce language and physical barriers for groups and individuals who may be facing difficulties accessing problem gambling treatment and services.
	6.4	Work collaboratively with Aboriginal groups to improve their ability to access gaming revenues and their awareness of, and ability to access, problem gambling programs and services.

<b>Performance Measures</b>	<b>2006/07 Actual/Base</b> Applications can be fully submitted online *	<b>2007/08 Target</b> Applications can be fully submitted online
Licences	33%	100%
Grants	0%	100%
Registrations	0%	100%

\* Currently all application documentation is available online and applicants for gaming licences with gross revenues less than \$20,000 have the option of submitting applications online. In 2007/08, the Branch will launch Gaming BC, an integrated information system that will provide an electronic, single point of access for our clients.

**Branch Objective 7 – Improve information technology**

<b>Strategies</b>	<b>7.1</b>	Implement Gaming BC – Phase 2 (registration, investigation and audit components) the integrated information system to improve overall business functions of the Branch and ensure a single, electronic point of access for clients.
	<b>7.2</b>	Implement a strategy to enhance Branch-wide reporting capacity and accuracy (in conjunction with Gaming BC – Phase 2).
	<b>7.3</b>	Evaluate and plan future necessary enhancements to Gaming BC components.
	<b>7.4</b>	Develop and implement a reporting function in the Responsible Gambling Information System (REGIS) to enhance information management for problem gambling service providers.