

Gaming Policy and Enforcement Branch Business Plan – 2008/09

The Gaming Policy and Enforcement Branch (GPEB) regulates all gaming in B.C., ensures the integrity of gaming industry companies, people and equipment, and investigates allegations of wrongdoing. This includes regulatory oversight of the BC Lottery Corporation (BCLC), which conducts and manages lotteries, casinos, community gaming centres 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 problem gambling and responsible gambling programs and distributes gaming funds to charitable organizations and communities.

GPEB 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, gaming workers and lottery retailers;
- Approves and certifies gaming and lottery equipment and lottery schemes;
- Conducts audits of charitable organizations' gaming events and their use of gaming grant funds;
- Conducts audits of commercial gaming operations, including lottery retailers and BCLC, to ensure compliance with standards and regulations;
- Investigates alleged contraventions of B.C.'s Gaming Control Act and investigates, in cooperation with law enforcement, 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, in order to minimize the harm from gambling and promote responsible gambling practices.

The Branch helps deliver on both Ministry goals:

Goal 1 – Increased safety for individuals and communities throughout B.C.

Goal 2 – Public confidence in our justice and regulatory systems.

The Branch has two additional goals of enhancing human resources programs and reducing barriers to access programs and services for external and internal clients.

Ministry Goal 1: Increased safety for individuals and communities

Branch objective 1: Ensuring a comprehensive regulatory framework for gaming

Strategies:

- 1.1 Implement changes, as necessary, to B.C.'s legal and regulatory framework for gaming to ensure high levels of rigour and scrutiny.
- 1.2 Ensure the implementation of all outstanding recommendations made to GPEB and BCLC in reports by GPEB, the B.C. Ombudsman and Deloitte & Touche.
- 1.3 Continue to work with the Federal/Provincial/Territorial Coordinating Committee of Senior Officials Working Group in examining issues related to online gambling.
- 1.4 Ensure the Branch's long range audit program addresses B.C.'s entire gaming industry.
- 1.5 Complete the implementation of audits of quality assurance testing for gaming equipment.
- 1.6 Work with horse racing industry stakeholders to fully implement industry business plan.
- 1.7 Address and implement regulation changes issued by the Canadian Pari-Mutuel Agency.

Performance measures – Gaming fund recipient compliance audits

| | 2006/07 actual | 2007/08 target | 2008/09 target | 2009/10 target |
|--|---------------------------|---------------------------|---------------------------|---------------------------|
| Number of gaming fund recipients audited | 544 | 570 | TBD | TBD |
| Percentage of audited gaming fund recipients in compliance | 85% | 86% | - | - |

Branch objective 2: Encouraging responsible gambling practices through the Responsible Gambling Strategy

Strategies:

- 2.1 Continue targeted public awareness campaigns to increase knowledge of responsible gambling initiatives and treatment services available to those with a gambling problem.
- 2.2 Develop and implement province-wide youth gambling prevention programs targeted at elementary, secondary and post-secondary age groups.
- 2.3 Work with BCLC to expand the Responsible Gambling Information Centre program in casinos and community gaming centres across the province.
- 2.4 Work collaboratively with Aboriginal groups to increase awareness among Aboriginal populations of problem gambling programs and services.
- 2.5 Create a panel of experts to advise/recommend research related to problem and responsible gambling in B.C.

Branch objective 2 (continued): Responsible Gambling Strategy

Performance measures – Problem gambling client behaviour

| | 2006/07 Baseline | 2007/08 Target | 2008/09 Target | 2009/10 Target |
|--|-----------------------------|---------------------------|---------------------------|---------------------------|
| Percentage of problem gambling clients who report gambling less or not at all after participating in counselling | 96% | 96% | 96% | 96% |
| Percentage of participants attending problem gambling awareness presentations who report an increased knowledge of problem gambling and related issues | 87% | 88% | 89% | 90% |

Source: The figures reported for this measure are from client satisfaction and prevention presentation evaluation surveys administered by the Responsible Gambling Strategy each year.

Branch objective 3: Reducing incidence of wrongdoing in legal gaming venues

Strategies:

- 3.1 Enhance the effectiveness of the Illegal Gambling Enforcement Strategy,
- 3.2 Improve reporting of investigation statistics (especially concerning investigations conducted by the Integrated Illegal Gambling Enforcement Team).
- 3.3 Review all reports of multiple retailer wins and complaints of wrongdoing related to lottery retailers, and investigate where appropriate.
- 3.4 Enhance enforcement of prohibited individuals at casinos and continue to work cooperatively with law enforcement partners on casino related money laundering and loan sharking activity.
- 3.5 Determine the extent of illegal lottery ticket reselling in B.C. and consider an enforcement strategy for addressing these activities.
- 3.6 Work collaboratively with the Ministry of Attorney General and law enforcement agencies to better identify and investigate gaming offenders and illegal lottery schemes.
- 3.7 Create and implement a province-wide public education campaign providing information on types of permitted gaming, licence requirements and issues associated with illegal gaming.

Performance measures – Percentage of prohibited individuals re-entering gaming facilities

| | 2007/08 baseline | 2008/09 | 2009/10 | 2010/11 |
|--|-----------------------------|----------------|----------------|----------------|
| Number of instances of BCLC legally prohibited individuals attempting to re-enter gaming facilities | TBD by May 15, 2008 | TBD | TBD | TBD |
| Number of enforcement actions taken against BCLC legally prohibited individuals attempting to re-enter gaming facilities | TBD by May 15, 2008 | TBD | TBD | TBD |

Ministry Goal 2: Public confidence in justice and regulatory systems

Branch objective 4: Increasing public confidence in the regulation and management of gaming

Strategies:

- 4.1 Continue to assess public familiarity and satisfaction with gaming policies and programs.
- 4.2 Develop and implement a branch-wide external communication strategy to increase public awareness of GPEB's regulatory activities.

Performance measures – Familiarity with Branch activities

| | 2006/07 baseline | 2007/08 target | 2008/09 target | 2009/10 target |
|---|---------------------|-------------------|-------------------|-------------------|
| Percentage of British Columbians who are familiar with the regulation of gaming in British Columbia | 43% | 45% | 47% | 50% |
| Percentage of British Columbians who are familiar with efforts of provincial government to address problem gambling in British Columbia | 40% | 42% | 45% | 47% |
| Percentage of British Columbians who are familiar with the distribution of gaming revenue in British Columbia | 37% | 40% | 42% | 45% |

Source: The figures reported for this measure are from results of the Community Health, Education and Social Services Omnibus Survey conducted by BC STATS, BC.

Performance measures – Satisfaction with Branch activities

| | 2006/07 baseline | 2007/08 target | 2008/09 target | 2009/10 target |
|--|---------------------|-------------------|-------------------|-------------------|
| Percentage of British Columbians who are satisfied with the regulation of gaming in British Columbia | 31% | 34% | 37% | 40% |
| Percentage of British Columbians who are satisfied with efforts of provincial government to address problem gambling in British Columbia | 17% | 19% | 22% | 25% |
| Percentage of British Columbians who are satisfied with the distribution of gaming revenue in British Columbia | 16% | 19% | 22% | 25% |

Source: The figures reported for this measure are from results of the Community Health, Education and Social Services Omnibus Survey conducted by BC STATS, BC.

Branch Goal: Enhance Human Resources

Branch objective 5: Enhancing human resources programs

Strategies:

- 5.1 Develop and implement a succession planning strategy, including knowledge/information transfer and targeted recruitment strategies for Branch investigation and audit business areas.
- 5.2 Enhance and expand the Ministry-wide internship program.
- 5.3 Implement the Branch's Human Resources Management Plan.

Performance measure – Internship and coop positions

| | 2006/07 baseline | 2007/08 target | 2008/09 target | 2009/10 target |
|--|-----------------------------|---------------------------|---------------------------|---------------------------|
| Number of six-month placements for participants in Ministry internship program within the Branch | n/a | Two | Three | Four |
| Number of four-month positions available for co-op students within the Branch | Five | Six | Seven | Eight |

Branch Goal: Reduce Barriers for External and Internal Clients

Branch objective 6: Reducing barriers to access programs and services for external and internal clients

Strategies:

- 6.1 Enhance clients' access to Branch business applications and information (including applications for grants, licences, registrations, audit submissions, and complaints or allegations of wrongdoing) through secure and confidential online services.
- 6.2 Reduce language and physical barriers for external clients who may be facing difficulties accessing problem gambling treatment and services.
- 6.3 Enhance the Responsible Gambling Information System to improve information management and reporting functions.