

Ministry of Housing and Social Development
2009 Public Perceptions of Gaming Survey

Executive Summary Report

DEC 2008 – MAR 2009



BCStats

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EXECUTIVE SUMMARY

On behalf of the Ministry of Housing and Social Development's Gaming Policy and Enforcement Branch BC Stats conducted a randomized telephone survey of 1,802 British Columbians from December 2008 to March 2009 regarding their familiarity and satisfaction with the province's management of gaming. This survey was compared to baselines established from surveys conducted in 2006-2007 and 2007-2008.

Key Findings

Regulation of Gambling

- Nearly 50% of all respondents reported being familiar with the regulation of gambling in BC. ¹ Familiarity has increased 4% from 2007 to 2009. ²
- Thirty percent of respondents were satisfied with gambling regulation, virtually unchanged from 2007 and 2008.

Addressing Problem Gambling

- Forty-five percent of respondents said they were familiar with the efforts of the provincial government to address problem gambling in BC, up 2 percentage points from 2008.
- Satisfaction with efforts to address problem gambling increased 2 percentage points from 17% in 2008 to 19% in 2009.

Distribution of Gambling Revenue

- Familiarity with the distribution of gambling revenue remained steady at 37% from 2008 to 2009.
- Satisfaction with the distribution of gambling revenue returned to 2007 levels, a decrease of 3 percentage points.

The Role of Knowledge

- For all three areas (gambling regulation, efforts to address problem gambling, and distribution of gambling revenue) respondents who are less familiar are much more likely to respond that they "don't know" when asked to rate their satisfaction.
- Conversely, as familiarity increases so does satisfaction for all three areas of gambling management.

¹ The term "familiar" is used to describe respondents who said they were either "somewhat" or "very familiar".

² Due to the margin of error, changes of less than 4% should not be considered statistically significant.

Overall

- Positive relationships were found between familiarity and satisfaction for all three sets of questions. The more familiar British Columbians were with the regulation and management of gambling in B.C., the more likely they were to be satisfied with the regulation and management of gambling.

		2007	2008	2009
Regulation of Gambling	Percent Familiar	43%	47%	47%
	Percent Satisfied	31%	29%	30%
Efforts to Address Problem Gambling	Percent Familiar	40%	43%	45%
	Percent Satisfied	17%	17%	19%
Distribution of Gambling Revenue	Percent Familiar	37%	37%	36%
	Percent Satisfied	16%	19%	16%

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1.0 INTRODUCTION

The Gaming Policy and Enforcement Branch (the Branch), of the Ministry of Housing and Social Development (the Ministry), is responsible for regulating all gaming in B.C., ensuring the integrity of people and equipment involved in the gaming industry and for investigating allegations of wrongdoing. This includes regulatory oversight of the BC Lottery Corporation (which conducts and manages lotteries, casinos and commercial bingo halls), all gaming service providers and gaming workers, B.C.'s horse racing industry, and licensed gaming events.

Another main function of the Branch, as outlined in their business plan, is to manage responsible gaming programs and to manage the distribution of gaming funds to charitable organizations and communities.

In 2006, the Branch commissioned a survey to probe British Columbians' perceptions of the Branch's performance in fulfilling these goals by measuring familiarity and satisfaction with the regulation and management of gambling in the province.

The survey addressed three aspect of gambling policy in B.C.:

- **Regulation of Gambling** - the percentage of British Columbians surveyed who are familiar with the conduct of legal gambling in B.C. and the percentage who are satisfied with the conduct of legal gambling;
- **Efforts to Address Problem Gambling** - the percentage of British Columbians surveyed who are familiar with how the government is addressing problem gambling in B.C. and the percentage who are satisfied with how the government is addressing problem gambling; and
- **Distribution of Gambling Revenue** - the percentage of British Columbians surveyed who are familiar with the distribution of gambling revenue in B.C. (e.g., municipal revenue sharing, economic development, charitable gambling, health care, etc.) and the percentage who are satisfied with the distribution of gambling revenue.

The three iterations of the survey asked the same questions and were in the field for 3 months each. This report presents the results for the 2009 iteration of the survey which was in the field in December 2008, February 2009 and March 2009. The findings of the 2007 and 2008 surveys serve as a baseline for evaluating the Branch's performance in the most recent year.

The report is organized into the following sections:

- **Methods:** a summary of the methods used for questionnaire design, sampling, data collection and data analysis.
- **Results:** an overall and demographic analysis of survey results, including regression analysis.
- **Conclusion:** a summary of findings.
- **Appendix A:** a copy of the questionnaire.
- **Addendum:** a set of detailed frequency tables.

2.0 METHODS

This section describes the design of the survey, how the survey was administered, the samples used, and how the data were analyzed.

2.1 Survey Design

Six questions were created that focus on the public's perceptions of the regulation and management of gambling in B.C. These questions were added to the standard CHESS survey questions for administration to the general population of B.C. (see Appendix B for questionnaire).

2.2 Survey Administration

Computer assisted telephone interviewing was used to interview respondents and collect data in December 2008, February 2009, and March 2009.

Respondents were informed that individual responses are kept confidential as required under Section 9 of the Statistics Act, and that names and personal information would not be linked to responses or comments in any of the material provided to the Branch.

2.3 Sample

The target population for the CHESS survey is all persons 15 years of age and over living in B.C. As the survey was conducted using a sample of telephone numbers, households without telephones were excluded from the sample population. These households account for less than three percent of the target population.

There were 1,531 responses to the 2007 survey, 1,627 responses to the 2008 survey, and 1802 responses in 2009 (approximately 600 per month). Respondents are distributed across the demographic variables.

2.4 Margin of Error

While the overall number of responses to the 2009 survey is 1,802, the number of valid responses for a given question on the survey varies because some respondents refused to answer certain questions and others indicated that they did not know an answer. Non-valid responses are excluded from analysis unless otherwise specified.

The margins of error ranged from $\pm 2.1\%$ to $\pm 2.4\%$. For example, based on the margin of error $\pm 2.3\%$ for the question, "Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to regulation gambling in BC" we can expect that if this survey was repeatedly administered, between 45.0% and 49.6% of respondents would report familiarity with these government efforts, 19 times out of 20.

Table 2: Margin of Error

Sample	Key Question:	Margin of Error: 95% Confidence Level	Overall Score
1,775	Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to regulate gambling in BC?	2.3%	47.3%
1,421	How satisfied are you with the efforts of the provincial government to regulate gambling in B.C.?	2.4%	29.8%
1,652	Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to address problem gambling in BC?	2.4%	45.0%
1,317	How satisfied are you with the efforts of the provincial government to address problem gambling in BC?	2.1%	19.1%
1,644	Would you say that you are very, somewhat, not very or not at all familiar with the distribution of revenue from gambling in BC?	2.3%	36.5%
1,140	How satisfied are you with the distribution of revenue from gambling in BC?	2.1%	16.4%

3.0 RESULTS

This section of the report presents the key findings of the 2009 Public Perceptions of B.C. Gaming Survey. Percentages reported in figures and tables may not add to 100% due to rounding.

3.1 Demographic Analysis

Upon the close of the survey, the data were arranged into frequency tables to summarize the results for each question. Table 1 presents demographic data for the 2009 survey. The table includes the total number of valid responses (count) returned for each question and the percentage of valid responses for each response option. The count of invalid responses (i.e., where the respondent refused to respond or answered “don’t know”) is not shown in the tables and is not calculated into the percentages unless the percentage of respondents who answered “don’t know” is more than 10% of the total responses.

Table 1: Respondent Demographics

		2009 (n=1802)	
		Count	%
Health Authority	Interior Health Authority	358	19.9%
	Fraser Health Authority	355	19.7%
	Vancouver Coastal Health Authority	372	20.6%
	Vancouver Island Health Authority	359	19.9%
	Northern Health Authority	358	19.9%
	Total	1,802	100%

Gender	Male	715	39.7%
	Female	1,087	60.3%
	Total	1,802	100%

Age	15-19	50	3.0%
	20-24	54	3.2%
	25-44	402	24.0%
	45-64	780	46.6%
	65+	389	23.2%
	Total	1,675	100%

Ethnic background	White/ Caucasian	1,140	65.1%
	Other	467	26.7%
	Aboriginal/ First Nation	89	5.1%
	Chinese	32	1.8%
	South Asian (E.G. East Indian, Pakistani)	24	1.4%
	Total	1,752	100%

What is the language that you first learned at home in childhood & still understand?	English	1,485	83.6%
	Other	189	10.6%
	French	40	2.3%
	German	38	2.1%
	Chinese	25	1.4%
	Total	1,777	100%

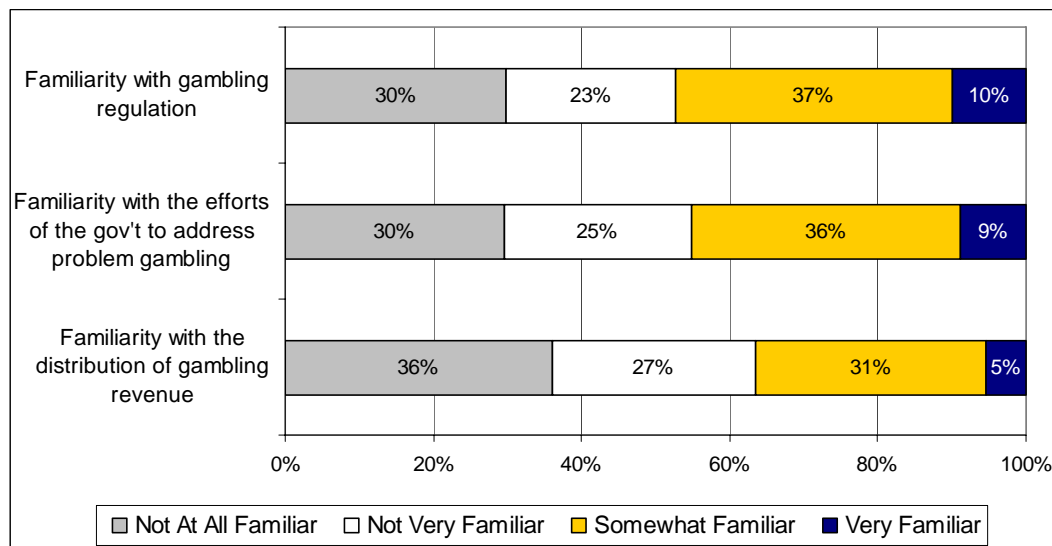
Total household income for the last 12 months	Less than \$15K	90	7.4%
	\$15K to under \$30K	163	13.4%
	\$30K to under \$45K	171	14.1%
	\$45K to under \$60K	183	15.1%
	\$60K to under \$80K	182	15.0%
	\$80K to under \$100K	159	13.1%
	\$100K to under \$120K	102	8.4%
	\$120K or more	163	13.4%
	Total	1,213	100%

Highest grade or level of education attained	Completed less than Secondary	187	10.7%
	Completed Secondary	369	21.2%
	Some Community or Technical College	147	8.4%
	Completed Community or Technical College	272	15.6%
	Some University or Teacher's College	146	8.4%
	Completed University or Teacher's College	574	32.9%
	Other Education or Training	49	2.8%
	Total	1,744	100%

3.2 Familiarity with the Management of Gambling in BC

Figure 1 illustrates the reported level of familiarity respondents had with gambling regulation, the governments' efforts to address problem gambling and the distribution of gambling revenue in British Columbia. For all three questions, the majority of respondents felt they were unfamiliar (either "not at all familiar" or "not very familiar") with government gambling regulation, efforts to address problem gambling, and the distribution of gambling revenue.

Figure 1: Overall Familiarity with the Management of Gambling in BC, 2009



Over half of all respondents reported that they were either "not at all familiar" or "not very familiar" with the regulation of gambling in British Columbia. Ten percent of respondents reported they were "very familiar" with the provincial regulation of gambling.

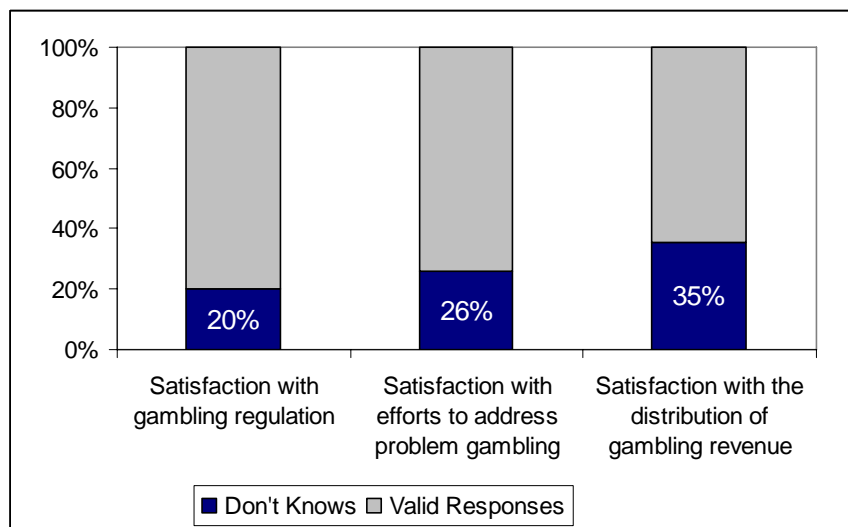
Similar to the findings regarding gambling regulation, 55% of respondents felt they were "not at all familiar" or "not very familiar" with the provincial governments efforts to address problem gambling and less than 10% reported being "very familiar" with these efforts.

A greater proportion, nearly two-thirds of respondents, reported being "not at all familiar" or "not very familiar" with the distribution of gambling revenue in British Columbia. The remaining one-third were more familiar but only 5% of respondents reported being "very familiar" with the distribution of gambling revenue.

3.3 Satisfaction with the Management of Gambling in BC

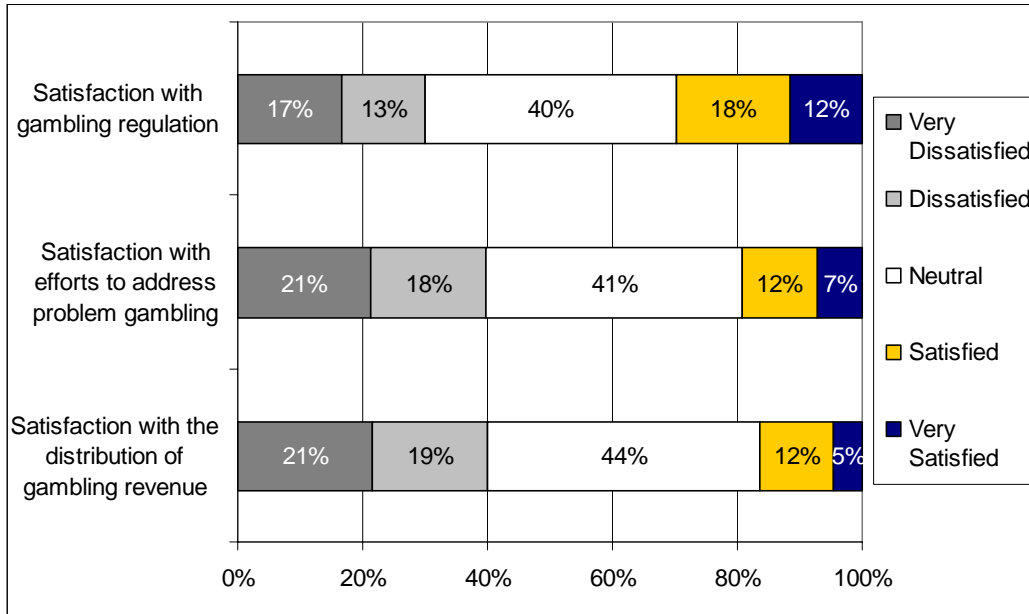
A large proportion of respondents answered “don’t know” when asked to rate their satisfaction with the different aspects of gambling management in British Columbia. Over 20% answered “don’t know” in regard to their satisfaction with gambling regulation, 26% answered “don’t know” when asked about government efforts to address problem gambling and over one in three (35%) answered “don’t know” in regard to the distribution of gambling revenue. The proportion of respondents who answered “don’t know” for each question compared to the number of valid responses is shown in Figure 2.

Figure 2: Don't Knows



Of those who indicated their satisfaction, 30% of respondents reported being satisfied (either “very satisfied” or “satisfied”) with the regulation of gambling compared with a 19% satisfaction rate with regard to addressing problem gambling and 16% with the distribution of gambling revenue. The proportion of respondents who were dissatisfied (either “very dissatisfied” or “dissatisfied”) ranged from 24% for gambling regulation to 29% for the government’s efforts to address problem gambling.

Figure 3: Overall Satisfaction with the Management of Gambling in BC, 2009



The proportion of respondents who were dissatisfied with gambling regulation (30%) was 10 percentage points less than the proportion who were dissatisfied with the distribution of gambling revenue and efforts to address problem gambling than gambling regulation (40%).

3.4 Familiarity and Satisfaction over Time

The 2009 iteration of the survey, like previous iterations, used two key measures of assessment when evaluating public perception of gambling in B.C.; familiarity and satisfaction. In order to accurately assess levels of satisfaction, it is important to include a measure of familiarity. This allows comparisons between those who are familiar and dissatisfied versus those who are unfamiliar and dissatisfied.

Table 2 shows the percentage of respondents who had high levels of familiarity (either somewhat or very familiar) and positive levels of satisfaction (either satisfied or very satisfied) with the three research areas (regulation of gambling, efforts to address problem gambling and distribution of gambling revenue). Results for each research area are shown for each year the survey was administered.

Table 2: Percent Positive by Year

		2007	2008	2009
Regulation of Gambling	% Somewhat Familiar or Very Familiar	42.6%	47.4%	47.3%
	% Satisfied or Very Satisfied	30.8%	28.6%	29.8%
Efforts to Address Problem Gambling	% Somewhat Familiar or Very Familiar	39.6%	43.5%	45.0%
	% Satisfied or Very Satisfied	16.9%	17.5%	19.1%
Distribution of Gambling Revenue	% Somewhat Familiar or Very Familiar	36.6%	36.8%	36.5%
	% Satisfied or Very Satisfied	16.4%	18.5%	16.4%

Familiarity with the regulation of gambling remained steady in 2009 with 47% of respondents reporting being either “somewhat familiar or very familiar” with the regulation of gambling in BC. Satisfaction with the regulation of gambling increased slightly from 29% in 2008 to 30% in 2009.

Both familiarity with the provincial governments efforts to address problem gambling and satisfaction with those efforts increased from 2008 to 2009. For both measures this increase follows a three-year trend of improved familiarity and satisfaction. In 2009, 45% of respondents reported being either somewhat familiar or very familiar with efforts to

address problem gambling and 19% of respondents were satisfied with the efforts undertaken by the provincial government.

Familiarity with the distribution of gambling revenue has remained steady at 37% from 2007 through 2009 while satisfaction with the distribution of gambling revenue decreased by 2 percentage points from 18% in 2008 to 16% in 2009.

Based on the margins of error for each of the questions, no changes over time were statistically significant.

3.5 The Role of Knowledge

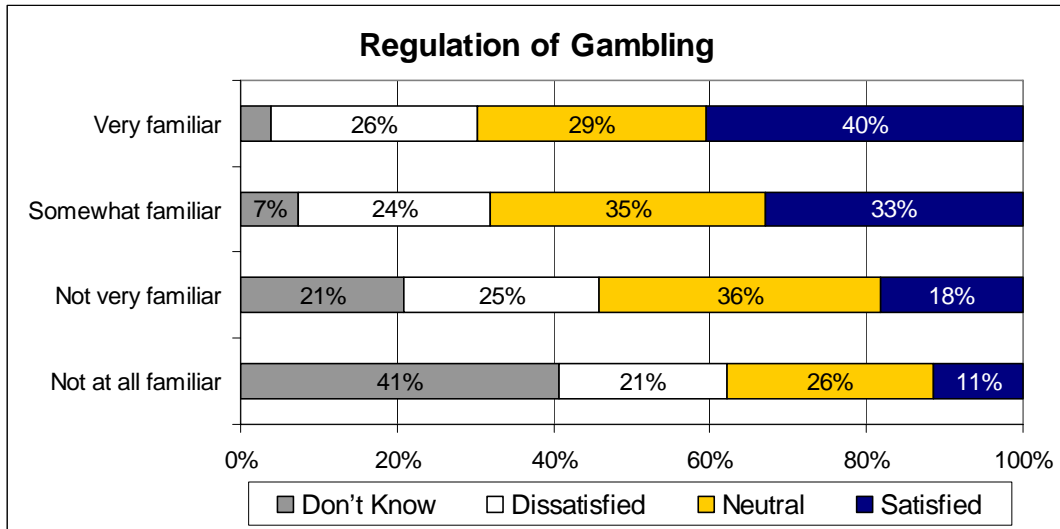
When asked to rate their satisfaction with any aspect of gambling management (gambling regulation, efforts of the government to address problem gambling or distribution of gambling revenue) between 20% and 35% of respondents answer “don’t know”. The proportion of respondents who answered “don’t know” is inversely related to respondent familiarity with the management of gambling. For respondents who indicated that they were “not at all familiar” with the various aspects of gambling management the proportion of respondents who answered “don’t know” ranged from 41% to 55%. Conversely, for respondents who reported being “very familiar” with aspects of gambling management, the proportion of respondents who answered “don’t know” was less than 4% in all cases. Further analysis below shows that as familiarity increases so does the number of valid opinions (respondents who answer something other than “don’t know”). Due to the large number of respondents who answered “don’t know” when asked to rate their satisfaction these responses are included in the tables below.

The major trend illustrated in Figures 4, 5, and 6 is that as familiarity increases so does satisfaction. In all cases, for respondents who report being “very familiar” with an aspect of gambling management, the proportion of respondents who are satisfied is larger than the proportion that is dissatisfied. On the other hand, for respondents who are “not at all familiar” with aspects of gambling management the proportion of respondents who report being satisfied is smaller than the proportion who are dissatisfied. The relationship between familiarity and satisfaction (for all three aspects of gambling management) is statistically significant at the 95% confidence level. This means that if the survey was administered repeatedly we would expect to see a similar positive relationship between familiarity and satisfaction 19 times out of 20.

3.5.1 *The Regulation of Gambling*

Figure 4 shows that as familiarity with the regulation of gambling increases, so does satisfaction. Respondents who are “not at all familiar” with gambling regulation are most likely to report that they “don’t know” when asked to rate their satisfaction with gambling regulation. Within this same group, respondents are twice as likely (21%) to indicate that they are dissatisfied with the regulation of gambling than satisfied (11%). Similarly, a larger proportion of respondents who report being “not very familiar” with gambling regulation are dissatisfied (25%) than satisfied (18%) with the regulation.

Figure 4: Regulation of Gambling



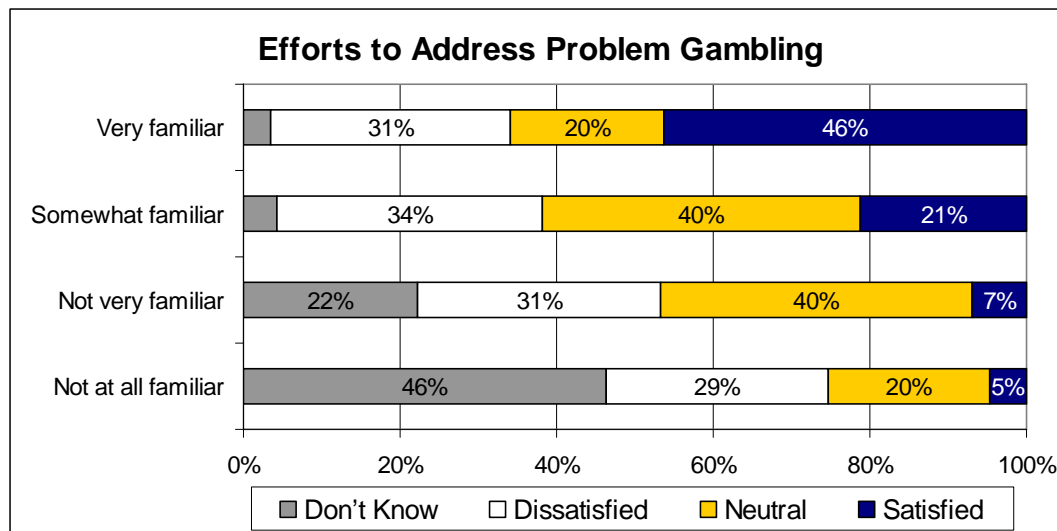
For respondents who are “somewhat familiar” or “very familiar” with the regulation of gambling, less than 7% answered “don’t know” when asked to rate their level of satisfaction. Of respondents who report being “very familiar” with the regulation of gambling 14% percent more respondents indicated that they were satisfied (40%) with the regulation than dissatisfied (26%).

Respondents who reported being “somewhat familiar” with gambling regulation were slightly less satisfied with the regulation than those who reported being “very familiar”. The proportion of “satisfied” respondents was 7 percentage points lower for the proportion indicating they were “neutral” about the regulation was 6 percentage points greater for the “somewhat familiar” respondents compared to the “very familiar” respondents.

3.5.2 Efforts to Address Problem Gambling

Nearly half of all respondents who reported being “not at all familiar” with government efforts to address problem gambling answered “don’t know” when asked to rate their level of satisfaction with these efforts. In this same group, respondents were nearly 6 times more likely to report being dissatisfied (29%) with efforts to address problem gambling than satisfied (5%).

Figure 5: Efforts to Address Problem Gambling



Respondents who report being “somewhat familiar” or “not very familiar” with efforts by the provincial government to address problem gambling are twice as likely as the other groups (“not at all familiar” and “very familiar”) than any other groups to report neutral satisfaction with these efforts. For those in the “not very familiar” group, 31% of respondents report being dissatisfied compared to only 7% who are satisfied. For more familiar respondents, the difference between the proportions who are dissatisfied and the proportion who are satisfied is less pronounced.

Respondents who report being “very familiar” with efforts to address problem gambling in British Columbia have high rates of satisfaction with these efforts. Nearly half of the respondents who report being “very familiar”, are satisfied with efforts to address problem gambling. Satisfaction with efforts to address problem gambling are over twice as high for respondents who are “very familiar” with these efforts compared to those who report being “somewhat familiar”.

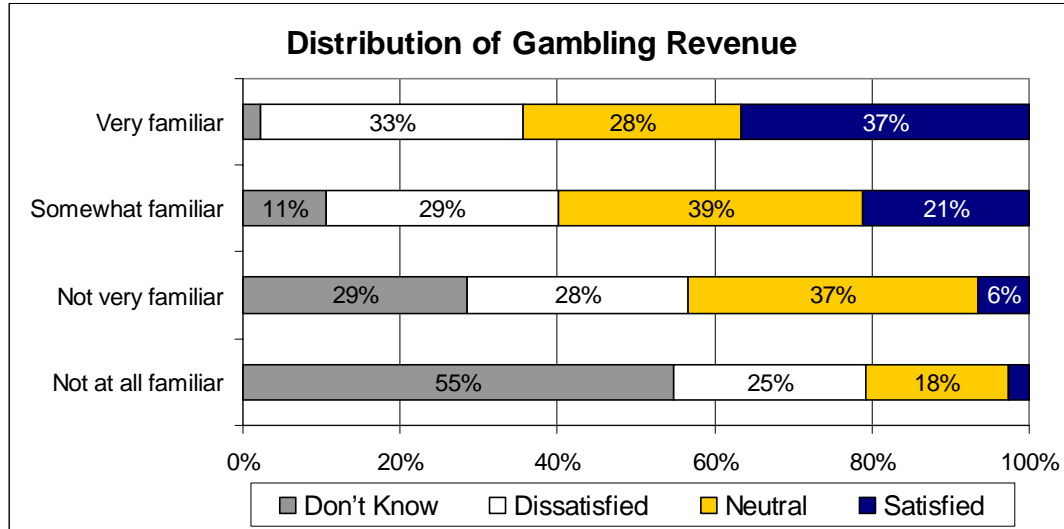
3.5.3 Distribution of Gambling Revenue

For respondents who report being “not at all familiar” with the distribution of gambling revenue, over half responded that they “don’t know” when asked to rate their level of satisfaction with revenue distribution. Whereas one in four respondents who are “not at all familiar” with the distribution of gambling revenue reported being dissatisfied, only 3% reported being satisfied. For respondents who are more familiar, satisfaction levels are higher; 6% of those reporting being “not very familiar”, 21% of those reporting being “somewhat familiar” and 37% of those who are very familiar.

For respondents who are more familiar with the distribution of gambling revenue the proportion of respondents who answered “don’t know” is dramatically smaller than

those who are less familiar (3% for “very familiar” respondents compared to 29% for “not very familiar” respondents and 55% for “not at all familiar” respondents).

Figure 6: Distribution of Gambling Revenue



The proportion of respondents who reported being satisfied with the distribution of gambling revenue is smaller than the proportion who reported being dissatisfied for all group except the most familiar where there was 4% more satisfied respondents than dissatisfied.

3.6 Regression Analysis

Figures 4, 5 and 6 suggest that there is a positive relationship between familiarity and satisfaction with the management of gambling in British Columbia. Table 3 presents linear regressions between the independent variable familiarity and the dependent variable satisfaction.³ These regressions indicate if familiarity with an issue affects satisfaction with efforts to address that same issue.

Table 3: Linear Regression, Familiarity and Satisfaction

Question	Year	Regression Coefficient ⁴	T-statistic	P-value
Familiarity with regulation of gambling in B.C. versus satisfaction with regulation of gambling in B.C.	2007	0.194	5.806	<0.000
	2008	0.167	4.637	<0.000
	2009	0.176	5.363	<0.000
Familiarity with efforts of provincial government to address problem gambling in B.C. versus satisfaction with efforts of provincial government to address problem gambling in B.C.	2007	0.245	7.316	<0.000
	2008	0.262	7.369	<0.000
	2009	0.294	8.843	<0.000
Familiarity with distribution of revenue from gambling in B.C. versus satisfaction with distribution of revenue from gambling in B.C.	2007	0.331	9.883	<0.000
	2008	0.32	9.095	<0.000
	2009	0.291	8.508	<0.000

The regression coefficients indicate the direction and magnitude of the relationship between familiarity and satisfaction. A regression coefficient of 0.176 for regulation of gambling indicates that an increase in familiarity will result in an increase in satisfaction. Specifically, if an individual’s familiarity increases one step (e.g., from “somewhat unfamiliar” to “somewhat familiar”) we would expect to see their satisfaction increase by 0.176 points on the five point satisfaction scale. Put another way, we would expect someone who is “very familiar” with the regulation of gaming in B.C. to be about 0.528 points higher in their satisfaction than someone who is “not at all familiar” with how gambling is regulated.⁵

Positive regression coefficients were also found for government’s efforts to address problem gambling and the distribution of gaming revenue. The analysis found in Table 3 indicates that for all three sets of questions, increased familiarity is related to increased satisfaction. The p-value for each regression is less than 0.001 which indicates that there

³ This regression analysis includes only one independent variable. If more factors were included in the analysis the coefficient would likely change.

⁴ The answers for the familiarity and satisfaction questions are scored differently. Familiarity is scaled from 0-3 with zero indicating the respondent is not at all familiar with the issue and three indicating the respondent is very familiar with the issue. Satisfaction is scaled from 1-5 with one indicating that the respondent is very dissatisfied with how government is addressing the issue and five indicating that the respondent is very satisfied with how government is addressing the issue.

⁵ This is based on the equation $y=mx+b$; where y is satisfaction, m is the regression coefficient, x is familiarity and b is the constant (2.695).

is less than a one in one-thousand chance that the observed relationships were due to chance.

3.7 Conclusion

Previous surveys have established a baseline for overall familiarity and satisfaction with the regulation and management of gambling in BC. With the addition of the 2009 results, the data reinforce trends identified in previous years.

- There is a strong relationship between levels of familiarity and satisfaction with the government management of gambling in BC. As familiarity with government management increases so does satisfaction with these efforts.
- Rates of familiarity have increased with respect to both the regulation of gambling and the government's efforts to deal with problem gambling.

APPENDIX A – QUESTIONNAIRE

BC STATS OMNIBUS SURVEY

[NOTE: TEXT IN CAPS IS NOT READ OUT TO THE RESPONDENT]

INTRODUCTION

Hello. My name is _____, and I am calling on behalf of BC STATS, the central statistical agency of the Province of British Columbia. We are conducting interviews with BC residents to learn about their experiences with government services such as health and education.

May I speak to the person in your household who is 15 years old or older and whose birthday comes next?

IF NEW RESPONDENT ON LINE, REINTRODUCE.

Your feedback will be used to help plan improvements in public services. The interview will take between 5 and 10 minutes to complete, depending on your answers. To ensure the quality of our work, this call may be recorded.

Your participation in this interview is completely voluntary. If you do decide to participate, you may withdraw at any time without any consequences or any explanation. All feedback will be kept confidential and your responses will be anonymous. If there is a question that you prefer not to answer, tell me and I will move onto the next one. You can end the interview at any time you wish. May I begin the interview now?

IF YES: CONTINUE

IF NO: THANK AND TERMINATE

IF ADDITIONAL INFORMATION IS REQUESTED BY RESPONDENT:

You were selected at random from a list of all BC Residents. If you agree to participate, I would ask you some questions. This will take about 5 and 10 minutes, based on your answers. The interview is confidential. All interviewers have sworn an oath that they will not identify you and can be prosecuted for breaking this oath. Information will only be reported in aggregate form to policy makers and persons who deliver health, education or economic support services. Your feedback will be used to plan improvements and report to the public on the health, education and economic security of your community and the province.

IF RESPONDENTS INQUIRES FURTHER ABOUT WHAT BC STATS IS: The mandate of BC Stats is to produce and interpret statistical information relating to all facets of life in British Columbia, including the demographic, social and economic conditions of the province and its population and to assist British Columbia provincial government ministries and agencies with their statistical activities.

IF RESPONDENT ENDS SURVEY INTERVIEW:

Because you have decided to stop the interview, you may decide to have all your responses erased or allow us to use the information you have provided. What would you prefer me to do?

[OTHER OMNIBUS SURVEY QUESTIONS]

Ministry of Public Safety and Solicitor General: BC Gaming Questions

Now I would like to ask you a few questions about gambling in BC.

1. Would you say that you are very, somewhat, not very or not at all familiar with the regulation of gambling, in BC—this includes lotteries, bingo, raffles, casinos and horse-racing?

3 – Very familiar
2 – Somewhat familiar
1 – Not very familiar
0 – Not at all familiar
Don't know
Refused

2. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the efforts of the provincial government to regulate gambling in BC?

1 – Very Dissatisfied
2
3
4
5 – Very Satisfied
Don't know
Refused

3. Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to address problem gambling in BC?

3 – Very familiar
2 – Somewhat familiar
1 – Not very familiar
0 – Not at all familiar
Don't know
Refused

-
4. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the efforts of the provincial government to address problem gambling in BC?

1 – Very Dissatisfied

2

3

4

5 – Very Satisfied

Don't know

Refused

5. Would you say that you are very, somewhat, not very or not at all familiar with the distribution of revenue from gambling in BC?

3 – Very familiar

2 – Somewhat familiar

1 – Not very familiar

0 – Not at all familiar

Don't know

Refused

6. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the distribution of revenue from gambling in BC?

1 – Very Dissatisfied

2

3

4

5 – Very Satisfied

Don't know

Refused