Ministry of
Public Safety
and Solicitor General

Gaming Policy and Enforcement Branch

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GPEB Comments on BCLC's Response to Recommendations by B.C.'s Ombudsman (April 2008)

Introduction

In April, 2008, the BC Lottery Corporation (BCLC) issued its third quarterly report outlining the status of its response to recommendations made by B.C.'s Ombudsman and the Gaming Policy and Enforcement Branch (GPEB) concerning B.C.'s lottery systems. This document provides GPEB's comments on that report.

Observations

Since BCLC's last report in January 2008, BCLC has continued to make progress. In particular BCLC has:

- Fully completed all 10 recommendations in GPEB's December 2006 report. However, consistent with GPEB's five-year audit plan, GPEB will audit BCLC's prize payout processes in order to assess the effectiveness and thoroughness of BCLC's response to recommendation 10 concerning BCLC's training regime for BCLC prize/sales staff;
- Completed the implementation of technological security enhancements on lottery terminals and Check-A-Ticket terminals; and
- Developed a database of all lottery retailers and retailer employees.

GPEB has identified some issues that require attention by BCLC. These include:

- Reactivating its Mystery Shopper program, which BCLC suspended until September 2008; and
- Enhancing the effectiveness and thoroughness of BCLC's training programs for all lottery retailers and retailer employees operating lottery terminals.

GPEB has oversight responsibilities regarding several of BCLC's outstanding obligations related to recommendations made by B.C.'s Ombudsman. These include monitoring, tracking and reporting publicly on:

- The integrity of equipment implemented related to mandatory retailer swipe cards, the recording of scratch and win sales and self-serve lottery terminals;
- The effectiveness of any alterations, enhancements and additions to BCLC's fraud detection system;
- The effectiveness and thoroughness of BCLC's training programs for BCLC prize/sales staff and all lottery retailers and retailer employees operating lottery terminals; and
- BCLC's complaint management systems, process, policies and procedure.