

Gaming Policy and
Enforcement Branch
Annual Report 2017-2018



Letter of Transmittal



I am pleased to submit the 2017/18 Annual Report of the Gaming Policy and Enforcement Branch of the Ministry of Attorney General for delivery to the Legislative Assembly and the citizens of British Columbia. The information in this report reflects the activities of the branch between April 1, 2017, and March 31, 2018.

The Gaming Policy and Enforcement Branch is responsible for the overall regulation and oversight of British Columbia's gambling sector. This includes all commercial gambling conducted and managed by the British Columbia Lottery Corporation, licensed charitable gambling events, horse racing and the delivery of responsible and problem gambling programs to the citizens of the province. The branch's activities are intended to ensure gambling is conducted safely and with integrity.

Honourable David Eby, Q.C.
Attorney General



Accountability Statement

Honourable David Eby, Q.C.
Attorney General

Attorney General:

I am pleased to present the 2017/18 Annual Report for the Gaming Policy and Enforcement Branch (GPEB). This report covers the period between April 1, 2017 and March 31, 2018. I am accountable for the contents of this document and the basis on which the information has been reported.

As mandated under the *Gaming Control Act*, and within the provisions of the Gaming Control Regulation and the federal *Criminal Code* of Canada, GPEB is responsible for the overall integrity of gambling and horse racing in the province. GPEB is also responsible for the delivery of responsible and problem gambling programs.

I would like to highlight a few of the branch's key achievements in 2017/18. In September 2017, government hired lawyer Dr. Peter German to conduct an independent review of B.C.'s anti-money-laundering policies and practices in Lower Mainland casinos. GPEB fully supports the review and has provided information to Dr. German. In December 2017, government received two interim recommendations from Dr. German. BCLC, in collaboration with GPEB, implemented the first of the interim recommendations through new procedures that require service providers to gather detailed information on the source of a player's funds for all transactions of \$10,000 or more. This policy has already contributed to a steep decline in suspicious cash transactions in casinos. Work is well underway on the second interim recommendation for government regulators to increase their presence at large, high-volume facilities on the Lower Mainland. This recommendation is expected to be fully implemented early in 2018/19. GPEB is looking forward to implementing government's response to Dr. German's final report recommendations.

GPEB joined the Ministry of Attorney General in July 2017 and continued to collaborate with the Ministry of Public Safety and Solicitor General and the RCMP regarding the Joint Illegal Gaming Investigation Team (JIGIT). GPEB continues to contribute 5 fully integrated investigators to the team. In June 2017, JIGIT announced the arrests of nine people in connection with alleged illegal gaming houses and money laundering in B.C.

As part of the Responsible Gambling Strategy, GPEB and BCLC collaborated on the transfer of the GameSense Advisor program to BCLC. GPEB is reallocating resources to address existing service gaps through the development of early intervention services, outreach to online players exhibiting problem gambling behaviour, and the expansion of community training programs in Indigenous communities to provide culturally sensitive supports.

GPEB also developed an information package for local governments to help inform them about the public health risks of gambling. The new package is intended to help local governments make more informed decisions about gambling facilities. This fulfils a commitment government made in the 2015 Plan for Public Health and Gambling in B.C.

John Mazure
Assistant Deputy Minister and General Manager
Gaming Policy and Enforcement Branch



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Our Organization

Mandate

The Gaming Policy and Enforcement Branch (GPEB) regulates all gambling¹ in B.C. GPEB ensures the integrity of gambling industry companies, people and equipment, and ensures compliance with policies and standards established under the *Gaming Control Act* ("the Act") and the Gaming Control Regulation. This includes regulatory oversight of commercial gambling conducted and managed by the British Columbia Lottery Corporation (i.e. lotteries, casinos, community gaming centres, commercial bingo halls and PlayNow.com), B.C.'s horse racing industry and licensed charitable gambling events. GPEB also delivers responsible and problem gambling programs.

The Act governs how gambling is regulated and operated in B.C. GPEB's purpose is to carry out its responsibilities under the Act. The position of the General Manager and the authorities given to that position are identified in the Act. The General Manager's key responsibilities are to advise the Minister on broad policy, standards and regulatory issues, to manage government's gambling policy and to enforce the Act.

GPEB's core objective is to ensure that a comprehensive and responsible gambling regulatory framework is in place.

Vision

The public has confidence in B.C.'s gambling industry.

Mission

To uphold the overall integrity of gambling by maintaining government's gambling policy, regulating the gambling sector, and providing related support services and community programs that benefit British Columbians.

Values

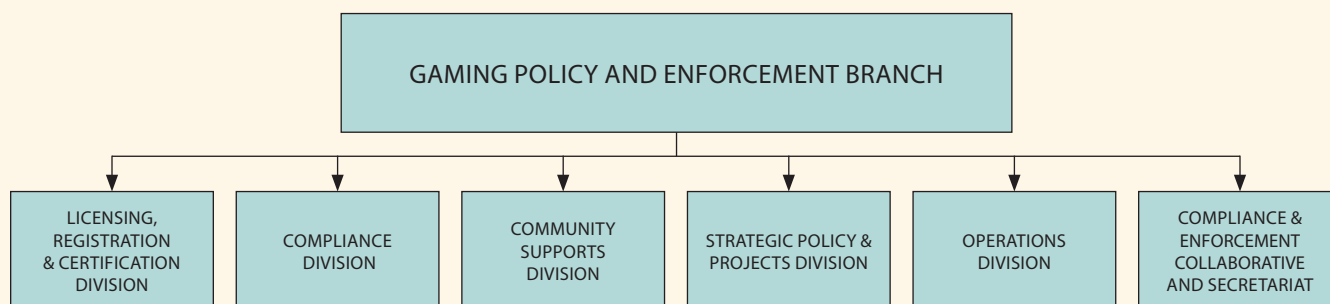
Integrity, Courage, Teamwork, Passion, Accountability, Service, Curiosity

Core Business Areas

GPEB has five divisions to carry out its core business:

1. Licensing, Registration and Certification Division
2. Compliance Division
3. Community Supports Division
4. Strategic Policy and Projects Division
5. Operations Division

GPEB also assumed the responsibility of the Compliance and Enforcement Collaborative and Secretariat in November 2017.



¹ The word "gaming" has become prevalent when referring to the activity of gambling that is used by many official bodies to control the practice. This is true in British Columbia as per the *Gaming Control Act*. However, since the activity of gambling involves a financial transaction, whereas the activity of gaming not necessarily so, this report uses the term gambling. Exceptions include proper pronouns – the *Gaming Control Act*, Gaming Control Regulation, Community Gaming Centres, Licensed Gaming Online, Community Gaming Grants, Joint Illegal Gaming Investigation Team, Gaming Online Service, and Gaming Account Summary Reports.

Licensing, Registration and Certification Division

The Licensing, Registration and Certification Division is responsible for the registration and certification of the gambling industry, and for licensing charitable gambling events. The Registration and Certification Units are responsible for registering companies and individuals involved in gambling, and for certifying gambling supplies and equipment respectively. Their objective is to ensure the integrity of the companies, individuals, supplies and equipment involved in gambling. The Licensing Unit administers the gambling event licence program, which issues gambling event licences to eligible organizations raising funds and dispersing them in an approved manner.

Compliance Division

The Compliance Division works to ensure regulatory compliance with the *Gaming Control Act*, Gaming Control Regulation and *Criminal Code* of Canada. The division conducts inspections and audits of gambling in British Columbia to ensure compliance with legislation, regulation and public interest standards and directives. GPEB staff make inquiries into complaints or violations to determine if there is a need for education or training, a resolution through administrative sanctions or a penalty under the *Act*. The division conducts both commercial and charitable gambling audits. It also provides assistance to the Ministry of Municipal Affairs and Housing in auditing and investigating the use of grants provided under the Community Gaming Grants program as per the *Gaming Control Act*. The division's Racing Unit develops and enforces rules and policies for horse racing, regulates horse racing events and registers all racing participants. The division is supported by an intelligence unit that provides government and its policing partners with information and situational awareness on organized crime and illicit activity impacting the integrity of gambling in B.C.

Four investigators together with a manager from GPEB's Compliance Division work as part of the Joint Illegal Gaming Investigation Team's (JIGIT) two operational units. JIGIT was formed to investigate organized crime involvement in illegal gambling and proceeds of crime entering B.C. gambling facilities.

Community Supports Division

The Community Supports Division supports the integrity of gambling in B.C. through the provision of programs and services to support healthy gambling and the protection of public interest in relation to responsible gambling practices. The division administers the Responsible and Problem Gambling Program, which includes delivering culturally responsive responsible gambling education in schools and the community, early intervention and harm reduction services, responsible gambling education and problem gambling support in casinos through GameSense Advisors², and free clinical counselling for individuals and families experiencing problem gambling.

Strategic Policy and Projects Division

The *Gaming Control Act* requires GPEB to advise the Minister on broad gambling policy, standards and regulatory issues, and under the Minister's direction, to manage the government's gambling policy. The Strategic Policy and Projects Division meets current and future policy needs by anticipating industry changes and pro-actively addressing challenges. This division is responsible for leading strategic policy development and branch communications, and making recommendations for legislation and regulation of gambling activities across B.C.

² In 2018/19, BCLC became solely responsible for the GameSense Advisor program – transfer explained on page 16.

Operations Division

The Operations Division provides financial, administrative, risk management, information technology (IT) services and records management services, including freedom of information request administration, for the Branch.

This includes monitoring financial operations and distributing gambling-related funding, such as Host Local Government payments, throughout the province, as well as development and maintenance of a custom IT application that supports Branch operations from licensing to investigations and revenue distribution.

The Division also provides facilities management and administration to the five offices throughout the province.

In April 2016, the Ministry of Municipal Affairs and Housing (MAH) assumed responsibility for the program staff and policy for the Community Gaming Grants program. However, GPEB continues to provide financial administration and information technology support services for the program, and retains responsibility for its audit and compliance.³

Compliance and Enforcement Collaborative and Secretariat

The Compliance and Enforcement Collaborative (C&EC) is a cross-government inter-agency working group and community of practice with a mandate to enhance the effectiveness and efficiency of the compliance and enforcement sector within British Columbia. The purpose of the Secretariat is to support compliance and enforcement activities across government by establishing, with the C&EC, longer-term goals and priorities specific to addressing their mandate. GPEB assumed responsibility for the C&EC and Secretariat in November 2017.

³ GPEB no longer includes the table showing the distribution of Community Gaming Grants by sector. This information can be found at the following links:
<https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising>
<https://www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/gambling-in-bc/reports/fin-rpt-grants-year-to-date-payments-2017-2018.pdf>



Highlights

In 2017/18, GPEB undertook the following activities:

- Processed new and renewed registrations for:
 - o 6,637 gambling workers.
 - o 918 lottery retailers.
 - o 255 senior officials and senior employees.
 - o 679 horse racing workers.
 - o 27 gambling services providers.
 - o 13 gambling equipment suppliers.
 - o 10 ancillary service contractors.
- Completed 27 compliance audits of BCLC and gambling service providers regarding applicable public interest standards, directives, laws and regulations.
- Conducted 169 audits and inspections of organizations that received Community Gaming Grants and gambling licences.
- Investigated 1,158 reported incidents related to offences under the *Gaming Control Act* and the *Criminal Code* of Canada that resulted in 260 recommended charges, administrative actions or other enforcement measures.
- Continued the roll-out of the Anti-Money Laundering (AML) initiatives which includes supporting BCLC with the implementation of the first interim recommendation from Dr. German and increasing GPEB presence at large, high-volume facilities on the Lower Mainland in response to the second interim recommendation.
- Established the Gaming Intelligence Group (GIG), in collaboration with BCLC and the police, to further the goal of reducing suspicious cash being accepted into the gaming industry.
- Developed and released a new information package for local governments in B.C. to help inform them about the public health risks of gambling and support informed decisions about whether to host a new or expanded gambling facility in their communities.
- Completed a successful six-month Gam Info Rep (GIR) pilot to establish and assess a mobile early-intervention service to support at-risk gamblers.
- Completed an agreement in principle between the three stakeholders (BCLC, GPEB, UBC) regarding funding and broad deliverables. The purpose of the agreement is to provide funding to the UBC Research Centre for gambling research. The specific contractual/agreement framework is currently being finalized.
- Provided counselling to 1,269 people across the province.
- Delivered 2,387 prevention presentations on responsible gambling to 86,075 people.
- Developed and launched new educational online instructional tools for the new Ministry of Education curriculum.
- Developed online self-help educational tools for those at risk or negatively impacted by gambling.
- Completed a six-month pilot delivering a train-the-trainer Narrative Therapy tool to Indigenous communities.
- Completed 837 gambling supplies certifications.



Gambling in British Columbia

In 2017/18, commercial gambling in the province generated revenue of \$3.3 billion. The commercial gambling industry includes PlayNow.com, B.C.'s only legal online gambling website, provincial and national lottery games, 17 casinos, 18 community gaming centres, 7 commercial bingo halls, 3 horse racetracks and 19 horse racing teletheatres.⁴ Licensed gambling events generated approximately \$46.8 million for not-for-profit, charitable and religious organizations in British Columbia.

After deducting prize payouts and expenses, commercial gambling returned \$1.4 billion in revenue to government. This revenue was used to support local communities, the horse racing industry, responsible and problem gambling treatment programs, provincial health programs⁵, other provincial government programs, and GPEB operations:

1. \$964.1 million was allocated to the Consolidated Revenue Fund to support provincial government programs and services.
2. \$147.2 million was allocated to the Health Special Account. This reflects a commitment that was made by the B.C. government in 1992 to allocate revenue from the B.C. Lottery Corporation specifically for health care initiatives. To fulfil this commitment, the Health Special Account (HSA) was created as a special account within the Consolidated Revenue

Fund to be used to finance urgent health care priorities. According to the *Health Special Account Act*, the annual payment amount is equal to the amount shown in the Estimates as revenue in the HSA for that fiscal year. The account may be used for the administration, operation and delivery of health care, health research, health promotion and health education services. The HSA is considered general revenue to the Ministry of Health and is part of its overall budget.

3. \$140.0 million in Community Gaming Grants was allocated to non-profit community groups.
4. \$108.8 million was allocated to local governments for the Host Local Government program and the Destination Assistance Compensation program.
5. \$11.6 million was provided to the horse racing industry reflecting a government commitment to support it by allocating 25 per cent of slot machine net revenue from the casinos co-located at the Hastings and Fraser Downs racetracks.
6. \$19.0 million was allocated to fund GPEB operations (\$13.4 million) and Responsible and Problem Gambling programs (\$5.6 million).
7. \$9.9 million was allocated to the federal government under a revenue-sharing agreement between the federal and provincial governments.

⁴ Refer to Appendix B, Gambling Permitted in British Columbia

⁵ Refer to Appendix A, Table 1, Sources and Distribution of Gambling Revenues.



Integrity of People and Companies Involved in Gambling

Every year, individuals and companies apply to be registered so that they may work and operate in the commercial gambling industry in B.C. GPEB's goal is to ensure only suitable candidates participate in the gambling industry in this province. Applicants are subject to a background investigation, which includes, but is not limited to, a criminal record check and an overall suitability examination to ensure they meet the required standards of integrity. If successfully registered, individuals and companies continue to be monitored to make sure they adhere to the conditions of registration set out in the *Gaming Control Act* and *Gaming Control Regulation*.

There are three different types of registration: corporate, personnel and lottery retailers.

There is an application fee for each type of registration that partially recovers the costs of investigating each application. In addition, corporate registration involves an annual fee.

Corporate Registration

GPEB conducts an in-depth investigation of gambling-related businesses and their executive personnel to ensure suitability. Businesses registered with GPEB include many large public and privately owned companies, including casino, bingo and horse racing operators, as well as suppliers and manufacturers of gambling services, including online content providers, and gambling equipment (e.g. slot machines, automatic shufflers). GPEB also registers other service providers, such as gambling consultants, raffle services, security and ancillary services, including food and janitorial services provided at gambling facilities.

In addition to its normal responsibilities, Corporate Registration completed two notable projects in 2017/18: the relocation of the Edgewater Casino to become the new Parq Vancouver Casino and the introduction of Live-Dealer. Investigative work began on the Edgewater/Parq project in 2014 and culminated in the opening of the new facility in 2017. To conduct a thorough due diligence investigation to ensure the integrity of the Edgewater/Parq project, Corporate Registration investigated 15 companies related to the project, 40 senior officials and senior employees of those companies and reviewed multiple contracts, loan agreements and financial documents. Overall, Corporate Registration invoiced the Edgewater/Parq entities approximately 800 hours of investigator time.

Live-Dealer is a new form of gambling in North America that combines elements of both online and land-based play. Although Live-Dealer has been a popular form of gambling in Europe for about 10 years, British Columbia is the first North American jurisdiction to introduce it. Corporate Registration, in partnership with the Certification Unit, had to design specific investigative methods and tools to accommodate a thorough due diligence investigation into this unfamiliar technology. Although the registrant offering Live-Dealer is based in Latvia, Malta and Sweden, the introduction of the product in British Columbia required the creation of a live-dealer studio in British Columbia. Live-Dealer launched successfully in January 2018 and created dozens of local jobs as well as introducing new form of gambling to PlayNow.

Personnel and Lottery Retailer Registration

GPEB registers all workers involved in the commercial gambling industry. This includes all people directly involved in the industry (e.g. casino, bingo, horse racing workers and lottery retailers), as well as those indirectly involved (e.g. BCLC and GPEB employees).⁶

Refer to Appendix A, Table 2, Corporate, Lottery Retailer Registration and Personnel Registrations

During the fall of 2017, a new agreement was reached with BCLC and GPEB Lotteries Registration Unit (LRU). This new agreement ended the previously accepted practice that allowed a time gap during a transition of a new lottery retail owner. As of October 2017, if the new owner is not registered by GPEB on the actual day of the change of owner, GPEB will immediately notify BCLC to suspend the site location until the new owner and site(s) are registered to sell lottery products. This has been an outstanding process gap since 2007 and one of the high risk priority LRU projects identified to be resolved during 2017/2018.

In addition, GPEB collaborated with BCLC to improve the renewal notification process to retailers. The historical seven-day lottery retailer renewal notifications were changed to a 14-day renewal reminder. The notification process changes were implemented to align with the divisional key performance indicators.

Every year, GPEB denies a number of applications for a variety of reasons, including providing false information during the investigation, failing to pass a criminal record check, failing to disclose outstanding criminal charges, or not providing information requested in the application or during subsequent background investigation.

Through regulatory audits and investigations, registrants are monitored for compliance with the terms and conditions of registration. If the integrity of a registrant is called into question, or if they are found to be non-compliant with the regulatory requirements of the

Gaming Control Act or the Gaming Control Regulation, GPEB will take appropriate action to address the concern based on the severity of the transgression. GPEB may issue sanctions, including warning letters, suspensions, fines or cancellation of registration altogether.

Refer to Appendix A, Table 3, Registration Decisions

Certification

Before being able to operate in the live environment, all gambling supplies⁷ used in the province must be tested to the applicable requirements set forth in GPEB's technical gambling standards. GPEB establishes and maintains these technical gambling standards to ensure gambling supplies that are used in commercial or charitable environments:

- operate fairly;
- are safe and secure;
- deliver the stated odds of winning; and
- can be audited.

Certification released two updated standards this year⁸ in response to changes in technology and changes in the market. Gambling supplies are tested in accredited testing facilities (ATFs), which verify product compliance with GPEB's published technical standards. GPEB then certifies the gambling supplies for use in B.C.'s gambling venues.

GPEB investigates player complaints and all reports of malfunctioning gambling supplies, including issues with lottery products, internet gambling software and electronic raffle systems.

Gambling supplies are routinely upgraded and improved. This means their original certification may no longer be valid. Certification is suspended or revoked when a manufacturer or an ATF reports that a particular gambling product no longer meets GPEB's technical gambling standards.

⁶ Individuals that operate charitable gambling in B.C. are not registered gambling workers. Instead, GPEB issues charitable gambling licences to eligible organizations.

⁷ Gambling supplies include slot machines and related casino management systems, lottery products (including pull-tab tickets and Scratch & Win tickets), lottery and self-checking terminals, electronic table game equipment, lottery draw systems, bingo supplies, table game supplies, internet gambling systems and software, and charitable gambling electronic platforms.

⁸ The two updated standards released in 2017/18 were the Technical Gambling Standard Master Document and the Technical Gambling Standard 1.

A certification may be suspended or revoked for a number of other reasons: a gambling supply malfunctions; an ATF rescinds their certification; or a vendor upgrades the gambling supply and no longer supports the previous version.⁹ Software and hardware malfunctions and software bugs and faults all lead to revocations.

Gambling supplies for which certification has been suspended or revoked must be removed from the gambling floor, Playnow.com website, or licensed charitable gambling event. Before the gambling supplies can be returned to service, any repairs, modifications or upgrades must be re-tested by an ATF and recertified by GPEB.

GPEB's records management system Gaming Online Service (GOS) was updated in January 2018 to automate the generation and distribution of Certificates of Technical Integrity and capture more information about gaming equipment during the certification process.

Refer to Appendix A, Table 4, Gambling Supplies Certification

⁹ A malfunction may include, for example, a situation where a slot machine accepts a counterfeit bill or a scratch ticket manufacturing error that does not allow the player to scratch the latex off the ticket. While not exhaustive, this list captures the most common reasons for a certification revocation.



Compliance with Regulations and Standards

GPEB works to ensure regulatory compliance with the *Gaming Control Act*, Gaming Control Regulation and *Criminal Code* of Canada. GPEB achieves this through conducting investigations, inspections and audits of provincial gambling. Additionally, GPEB develops and enforces rules and policies for horse racing in B.C., which include regulating racing events and licensing participants.

The Compliance Division has made a significant contribution to the continued roll-out of the Anti-Money Laundering strategy to highlight and communicate the impact of this risk and has worked with other stakeholders to contribute to policy and respond to the interim Dr. German's interim recommendations. Through its ongoing monitoring, analysis and intelligence-gathering, the division has contributed to the reduction of suspicious cash that has been accepted into casinos.

Investigations

To uphold the integrity of gambling in B.C., GPEB investigates reported instances of any conduct, activity or incident occurring in connection with gambling if those incidents involve the potential commission of an offence under the *Gaming Control Act* or a provision of the *Criminal Code* of Canada that is relevant to a lottery scheme or horse racing. The primary role of the investigations unit is to investigate provincial gambling offences. It will assist law enforcement agencies in investigating reports of illegal gambling activity.

GPEB investigators often work in conjunction with law enforcement agencies to investigate various illegal gambling activities, such as unauthorized lottery schemes, illegal gambling houses, loan sharking and money laundering. They also provide in-depth gambling expertise to law enforcement agencies throughout the

province. With the support of law enforcement, GPEB investigates and may recommend for prosecution appropriate charges related to gambling offences as defined in the *Criminal Code* of Canada. Under the *Gaming Control Act*, GPEB has the authority to recommend charges for prosecution, issue tickets and warnings and/or recommend administrative sanctions.

GPEB investigators and directors have completed outreach presentations to law enforcement agencies outlining the GPEB mandate and highlighting the 2017 memorandum of understanding (MOU) between GPEB and the RCMP. The purpose of the MOU is to ensure the mutual sharing of all significant and required information for each organization to carry out its respective duties relating to *Gaming Control Act* offences, *Criminal Code* of Canada offences associated with lottery schemes, and any other matter that may affect the integrity of gambling.

The Lower Mainland region is in the process of hiring gaming investigators to address Dr. German's interim recommendations for an increased presence at Lower Mainland casinos. GPEB also provided support to BCLC in the development of a "source of funds" questionnaire and GPEB's auditors have scheduled an audit of the new process in the first quarter of 2018/19 fiscal year. This initiative will serve to reduce suspicious cash accepted in casinos.

The investigations unit operates under a risk-based regulatory enforcement model guided through defined objectives in the annual business plan and by working collaboratively with BCLC. While emphasizing social responsibility, public safety and voluntary regulatory compliance, investigators focus on matters which help to safeguard the industry. In 2017/2018, investigators conducted investigations into occurrences of cheating at play, unlicensed gambling, chip passing, theft and

breach of the terms and conditions of registration, as well as supporting the government's AML strategy. There continues to be a substantial number of well-organized illegal raffles offered on social media throughout the province, most notably in the Chase the Ace format.

GPEB investigators have engaged BCLC, along with law enforcement partners, to develop a working group identified as the Gambling Intelligence Group (GIG). The purpose of GIG is to continue to reduce the amount of suspicious cash being accepted into the gaming industry by developing solutions to address areas of concern identified through information sharing and open communication amongst partnered stakeholders. Monthly meetings are held, with all stakeholders present, and issues of mutual concern are addressed to develop best practices.

Intelligence Unit

GPEB's Intelligence Unit is a member of the association of Law Enforcement Intelligence Units (LEIU) which is an international group comprised of police agencies at the federal, provincial/state, local and tribal levels. GPEB's Intelligence Unit is a recognized entity within the National Gambling Intelligence Sharing Group (NGISG) and is a member of the Regional Intelligence Group¹⁰. It has also established intelligence relationships with several other regulatory and compliance organizations that have similar threats to their industry.

The mandate of the Intelligence Unit is to provide timely and accurate intelligence products to gaming stakeholders and decision-makers with a mission to enhance situational awareness of any threats to the integrity of gambling in the operational environment or Area of Responsibility (AOR) – defined as the Province of B.C.

GPEB Intelligence Unit also identifies threats and provides information to law enforcement in accordance with information-sharing agreements and memorandums of understanding in accordance with privacy policy and disclosure.

Over the course of 2017, GPEB Intelligence provided numerous products in the form of documents, informal and formal briefings, and intelligence advice on a variety of topics including the presence of transnational organized crime in the gambling industry in B.C.

Another noteworthy event was a presentation to the National Gambling Intelligence Sharing Group (NGSIG) in Cleveland, Ohio, on the Transnational Organized Crime and the Nexus in the gaming industry in B.C. The Unit continues to network with national and international law enforcement partners and regularly attends monthly meetings. The nature of these visits was to promote awareness of common threats and enhance the understanding of threats that impact the Lower Mainland with a nexus to gambling.

Reporting Requirements

All registrants and licensees must notify the General Manager immediately about any conduct, activity or incident occurring in connection with a lottery scheme or horse racing if the conduct, activity or incident involves or involved the potential commission of an offence under a provision of the *Criminal Code* of Canada that is relevant to a lottery scheme or horse racing, or the commission of an offence under the *Gaming Control Act*.

In addition, under the Gaming Control Regulation registrants must immediately report any conduct or activity at or near a gambling facility that is or may be contrary to the *Criminal Code* of Canada, the *Gaming Control Act* or any regulation under the *Gaming Control Act*.

GPEB works in partnership with BCLC and the police of jurisdiction on matters that impact the overall integrity of gambling.

[Refer to Appendix A, Table 5, Investigations and Enforcement Actions of Incident Reports Related to Gambling](#)

¹⁰ The Regional Intelligence Group is a group of agencies from the Pacific Northwest that includes the Royal Canadian Mounted Police, Vancouver Police Department, Department of Homeland Security (USA), Federal Bureau of Investigation (FBI) and other local police departments on both sides of the border.

The Audit Program

The goal of the audit program is to ensure regulatory compliance with the *Gaming Control Act*, Gaming Control Regulation, policies, directives and public interest standards to help maintain public confidence in gambling in B.C. GPEB inspects and audits BCLC, gambling facilities, lottery retailers and recipients of Community Gaming Grants and Gambling Event Licences.

The program also promotes voluntary compliance with provincial gambling legislation through compliance enhancement education sessions for eligible organizations that conduct licensed gambling or receive gaming grants.

The program develops an annual audit plan that outlines the five main areas that are audited:

1. BCLC's overall conduct and management of all forms of gambling, including the corporation's PlayNow.com website and AML procedures;
2. BCLC's conduct and management of lottery gambling;
3. BCLC's conduct and management of commercial gambling facilities (casinos, community gaming centres and bingo halls);
4. Horse racing; and
5. Licensed gambling and community gaming grants.

The audit program uses a risk-based approach which focuses audit resources on those areas of greatest risk. This approach has resulted in a dynamic audit plan responsive to emerging and changing risk. This year, fewer compliance audits of the commercial and charitable sectors were conducted, and those resources were allocated to other projects in GPEB, including support of the government's Anti-Money Laundering Strategy, financial integrity reviews of corporate registrants, and Licensed Gaming Online (LGO). Cross-training of auditors continued so that they can perform audits in both the commercial and charitable gambling sectors. This gives GPEB the ability to allocate audit resources to the areas of greatest risk within the branch.

In 2017/18, the GPEB audit team completed 249 audits and file reviews. This comprised of 17 audits of gambling facilities, 10 audits related to commercial and lottery gambling, 53 financial integrity reviews, 108 audits of gaming grant recipients, and 61 licence audits.

Of the 169 audits of gaming grant recipients and gambling event licensees, 57 were registered as special projects or complaints from the public, and of the 112 that were assessed for compliance, 34 were fully compliant, 51 were moderately non-compliant, and 27 were severely non-compliant.¹¹

The audit team continues to work with GPEB's Corporate Registration Unit to conduct reviews on the financial integrity of corporate registrants. The primary focus is to review corporate registrants' financial information to identify potential risks and the viability of the organization. This year the audit team completed 53 financial integrity reviews of corporate registrants in the gambling industry. This partnership reflects the branch's risk-based audit approach and utilization of staff skill sets.

Refer to Appendix A, Table 6, Gambling Audits by Category

Joint Illegal Gaming Investigation Team

In 2016, the government of British Columbia and the Province's anti-gang agency, the Combined Forces Special Enforcement Unit BC (CFSEU-BC), announced the joining of forces to form a co-ordinated investigation unit designed to crack down on illegal gambling and money laundering inside and outside B.C.'s gambling facilities. The team is located within CFSEU-BC, the largest integrated joint forces police unit in Canada. The primary focus of the new Joint Illegal Gaming Investigation Team (JIGIT) is to disrupt organized crime and gang involvement in illegal gambling and to prevent criminals from using B.C. gambling facilities to legalize the proceeds of crime. The joint team also works to raise public awareness of the role service providers play in identifying and reporting illegal gambling and financial transactions.

¹¹ Under a risk-based approach, GPEB targets higher-risk organizations for non-compliance. Therefore, reported compliance rates will be lower than rates that would result from a random sample of all organizations. Moderately non-compliant is defined as findings that the recipient organization must address. For example, an organization fails to submit required reporting documentation to GPEB. Severely non-compliant is defined as findings that may require immediate action from recipient organizations. For example, an organization may have misused funds.

The four GPEB investigators, together with a manager at JIGIT, continue to provide in-depth gambling expertise to JIGIT and other law enforcement agencies throughout the province. With the support of law enforcement, GPEB/JIGIT assists investigations and may recommend for prosecution appropriate charges related to gambling offences as defined in the *Criminal Code* of Canada and under the *Gaming Control Act*.

GPEB investigators embedded with JIGIT continue to contribute to ongoing, high-level investigations that are reported through the protocols established upon forming JIGIT. Currently, GPEB is engaged with the second team and advancing investigations that have come to JIGIT's attention.

Horse Racing

GPEB's racing unit regulates horse racing events in B.C. to ensure compliance with the *Gaming Control Act*. The racing unit is also responsible for developing policies and rules to ensure horse racing is conducted fairly and with integrity. In particular, the unit establishes the Rules of Thoroughbred and Standardbred Horse Racing. As required, the unit reviews and revises the rules and meets regularly with industry stakeholders to address issues. The unit applies horse racing industry best practices and has an established approach to regular review and continuous improvement.

GPEB is responsible for enforcing and adjudicating the rules and regulations related to racing. GPEB reviews activities on the track or in the backstretch that could have a negative impact on the integrity of horse racing. The racing unit is also integral to ensuring the industry operates with safety and integrity as its priorities.

B.C.'s horse racing industry employs approximately 2,350 licensed owners, jockeys, drivers, trainers, grooms and exercise riders, all of whom must be licensed and registered with GPEB. In 2017/2018, 724 horse race workers were either licensed for the first time or had their licences renewed.

Refer to Appendix A, Table 7, British Columbia Horse Racing Summary

In 2017, GPEB's stewards and judges issued a total of 104 rulings: 21 were for thoroughbred racing infractions (issued by stewards), and 83 were for standardbred racing infractions (issued by judges). The penalties issued by judges and stewards range from temporary suspensions to monetary penalties or cancellation of their registration.

Refer to Appendix A, Table 8, Horse Racing Rulings

In 2017/2018, GPEB also registered 19 teletheatre sites in B.C. that present simulcast satellite broadcasts of horse races run at local, national and international tracks.

Refer to Appendix A, Table 9, Horse Race Wagering

Horse Racing Betting Fees

Horse race betting fees are levies on bets made at horse racing events that are collected by GPEB through Hastings Racecourse, Fraser Downs Racetrack, Desert Park and Horse Racing Teletheatre B.C. (4.5 per cent on triactor bets¹² and 2.5 per cent on other bets). Any balance in excess of annual regulatory fees (equal to the cost of regulating the horse racing sector) is remitted back to the horse racing industry. At fiscal year end, the cumulative total of monthly fees is transferred into the Consolidated Revenue Fund. In 2017/18, the province collected \$4.2 million in betting fees, retained \$1.9 million to offset the cost of regulating the industry and returned \$2.3 million to the industry.

¹² In a triactor bet, the better picks three horses to finish first, second and third, in exact order.



Supporting Citizens and Communities

The Gaming Policy and Enforcement Branch supports communities in B.C. by delivering problem gambling prevention, public awareness and treatment support services, administering Host Local Government payments, distributing Destination Assistance Compensation and licensing gambling events for community fundraising groups.

Responsible and Problem Gambling Program

Strategy

The Responsible and Problem Gambling (RPG) Program minimizes harm and promotes responsible gambling practices in communities through B.C.'s Responsible Gambling Strategy.

Refer to Appendix A, Table 10, British Columbia Responsible and Problem Gambling Program

British Columbia launched its first Responsible Gambling Strategy in 2003, and this strategy is updated every three years. The strategy's core goals are:

- Deliver gambling in a manner that encourages responsible gambling and informed choice;
- Create public awareness of risks associated with gambling; and,
- Provide treatment and support to those impacted by problem gambling.

Responsible Gambling Standards

In supporting this strategy, the Province issues responsible gambling standards for the B.C. gambling industry to ensure that:

- minors are prevented from participating in gambling activities;

- patrons are equipped to make informed decisions regarding gambling;
- gambling-related risks are minimized; and
- people affected by excessive gambling have access to timely and effective information and help.

These standards apply to BCLC, gambling service providers, commercial gambling facilities and community organizations licensed to conduct charitable gambling events.

Advertising of BCLC, licensee and service provider gambling events is subject to audit by GPEB to ensure compliance with public interest standards that includes responsible gambling standards, and advertising and marketing standards.

Compliance audits focus on five key areas:

- *Informed choice* – ensuring proper use of the “Know your limit, play within it” tagline, an appropriate level of responsible gambling messaging, and availability of rules of play and information regarding the odds of winning;
- *Appropriate response* – ensuring gambling workers have received Appropriate Response Training;
- *Responsible practices* – ensuring clocks and responsible gambling material are placed in highly visible and appropriate areas;
- *Financial transactions* – ensuring information describing payout policies and stating that credit will not be extended is prominently displayed; and
- *Voluntary Self-Exclusion Program* – ensuring program is fully operational, including making sure that program information is readily available and gambling facilities are effectively monitoring for excluded individuals.

Services and Supports

The goals of the strategy and regulatory standards guide the delivery of service in three areas: responsible and problem gambling awareness and education, early intervention and problem gambling counselling.

| 2017/18 Responsible and Problem Gambling Program Activities Summary | |
|---|---|
| Counselling Services | 1,269 clients served |
| Outreach and Early Intervention Services | 343 clients served |
| Day Treatment participants | 163 clients served |
| Prevention and Community Engagement Services | 86,075 audience participants at 2,387 presentations |
| Indigenous Services | 3 Narrative Therapy workshops |

Projects

The Responsible and Problem Gambling Program has a number of initiatives underway that extend beyond the 2017/18 fiscal year. These include:

- the development of specialized rural and remote training teams to extend support options to communities, with a focus on Indigenous communities;
- a longitudinal assessment and evaluation of current problem gambling treatment programs in B.C. (currently in the final year);
- expanding Gambling Awareness Week to take place in 20 communities;
- an Indigenous film project to explore and document traditional approaches to wellness;
- the expansion of early intervention offerings in communities (GIRs).

Deliver Gambling in a Manner that Encourages Responsible Gambling and Informed Choice

GPEB administers several programs to ensure the gambling industry operates in accordance with the Province's responsible gambling policies and practices.

GameSense Information Centres

GameSense Advisors present responsible gambling information at GameSense Information Centres in every casino in B.C. A total of 21 GameSense Advisors share responsible gambling information and practices with interested patrons and direct anyone experiencing gambling-related distress to the Responsible and Problem Gambling Program and/or to BCLC's Voluntary Self-Exclusion Program.¹³ Casinos and community gambling centres also feature touch-screen interactive terminals, which provide education modules at the push of a button or the touch of a screen. In 2017/18, GameSense Advisors had 48,587 meaningful interactions that were made through the GameSense program.

GameSense Advisors are under contract to GPEB. The advisors and the information centres are co-managed by GPEB and BCLC.

GameSense Advisor Transfer

In 2016, the Responsible Gambling Council (RGC) released a study examining the co-management structure of the GameSense Advisor (GSA) program. The final report's primary recommendation was to end the joint GPEB-BCLC management of the GSA and to transfer responsibility of the program to BCLC.

Subsequent evaluation of the recommendation by GPEB and BCLC led to the approval of the transfer of the program to BCLC in October 2017.

As of April 1, 2018, the GSA program will be operated and fully funded by BCLC. It is expected that BCLC will expand the program to include all community gaming centres by September 2019.

¹³ The Voluntary Self-Exclusion Program is a BCLC program that allows individuals to exclude themselves from gambling activities in order to help them control their gambling behaviour. At the time of enrollment, individuals can choose the time period of their exclusion, ranging from six months to three years, and they can choose the type of gambling activities for their exclusions, including facilities with slot machines, commercial bingo halls, or PlayNow.com. They are also ineligible to be paid for any jackpot prize they may win while enrolled in the program. At the time of enrollment, BCLC provides materials to help individuals access resources to support them in addressing their gambling problem.

As a result of the transfer of responsibility, GPEB has focused on developing early intervention services, including the completion of a mobile service pilot to support at-risk gamblers known as the Gam Info Rep, as well as enhanced prevention support services to address service gaps. Additional resources will be directed at online players and the expansion of community training programs in Indigenous communities to provide culturally responsive supports services.

Appropriate Response Training

Appropriate Response Training is an educational program for gambling workers designed to enhance their knowledge, awareness, attitudes and skills and to enable them to respond appropriately to patrons who may be experiencing distress in a gambling facility. GPEB supports Appropriate Response Training by providing responsible gambling specialists to co-facilitate the training sessions with BCLC.

Responsible Gambling – RG Check Program

RG Check is a voluntary program supported by GPEB and BCLC that provides an independent and standardized evaluation of the delivery of responsible gambling programs in gambling facilities across Canada. Overseen by the Responsible Gambling Council,¹⁴ RG Check assesses how B.C.'s responsible gambling programs compare to industry best practices, using eight standards, each with their own criteria:

- Responsible gambling policies and a demonstrated awareness of problem gambling;
- Employee training so staff are knowledgeable about their role in responsible gambling;
- A self-exclusion program that facilitates access to counselling;
- Assisting patrons who may have problems with gambling;
- Informed decision-making through readily available information;

BRIDGING THE GAP BETWEEN SERVICES: Reducing Stigma and Reducing Harms



¹⁴ The Responsible Gambling Council is an independent non-profit organization dedicated to problem gambling prevention based in Toronto. RGC works to reduce gambling risks by creating and delivering innovative awareness and information programs. It also promotes the adoption of improved play safeguards through best practices research, standards development and the RG Check accreditation program.

- Advertising and promotion that does not misrepresent products;
- Access to money that does not encourage excessive spending; and
- Venue game features (i.e. to promote breaks in play and awareness of the passage of time).

As of March 31, 2018, 34 of the 35 casinos and community gaming centres across B.C. had accreditation from the Responsible Gambling Council.

Plan for Public Health and Gambling in British Columbia

In February 2015, government released the Plan for Public Health and Gambling in B.C., which promotes responsible gambling and addresses the public health risks associated with problem gambling, including details about existing services and new initiatives. The plan took into consideration information and recommendations made by the Provincial Health Officer in his October 2013 report, *Lower the Stakes: A Public Health Approach to Gambling in B.C.*, findings from GPEB's 2014 Problem Gambling Prevalence Study, and other relevant research and policy related to gambling, health and education. The plan includes 21 commitments to action. To date, 13 commitments have been completed. The remaining eight are expected to be completed in 2018/19.

Host Local Government (HLG) Payments

Local governments that host casinos and/or community gaming centres receive a share of the net income generated by those gambling facilities. BCLC provides quarterly documentation and calculations of the revenues, expenses and amounts due to each HLG. GPEB provides the HLG payment to the local government based on this information and recovers the funding from BCLC.

Refer to Appendix A, Table 11, Host Local Government Revenues by Gambling Facility

Destination Assistance Compensation (DAC)

DAC was a financial support tool available to local governments to encourage the development of destination casinos for approved economic development projects. There are two local governments in B.C. that have a DAC agreement: New Westminster and the Ktunaxa Nation (Cranbrook). BCLC provides GPEB with quarterly calculations of compensation payments due to the municipalities for each of the two casinos in these locations. GPEB provides the DAC payment to the local government and recovers the funding from BCLC.

Licensing of Gambling Events

GPEB's licensing program is responsible for the administration of gambling event licences available to eligible not-for-profit organizations and groups throughout B.C. that wish to raise revenue for direct delivery of programs and services that benefit the broader community and/or a third-party community member in need. Licences must be applied for in advance of the proposed gambling event and are issued with the understanding that the licensee will honour federal and provincial legislation and municipal by-laws.

In 2017/18, GPEB issued 10,334 licences to eligible organizations to conduct gambling events. In total, community organizations raised \$46.8 million to support their projects and services.

One of GPEB's responsibilities is to ensure that licensed gambling events are conducted fairly and transparently. The branch ensures that organizations applying for a licence are in good standing, have an approved governing structure and open membership, and operate according to sound financial practices. GPEB also conducts audits of licensees to ensure they follow rules and guidelines designed to protect the public and the integrity of gambling in the province, and that they are using the proceeds to support the eligible programs stated in the licence.

In 2017/18, GPEB completed a review of its licensing standards, guidelines and conditions. The charitable sector was consulted to obtain their input and recommendations for enhancing the experience through the licensing process.

Gambling events that can be licensed are ticket raffles, bingos (independent from commercial bingo halls), wheels of fortune, social occasion casinos (casino-style events without slot machines) and Texas Hold'em poker tournaments.

GPEB offers four class types of gambling licenses – Class A, B, C or D – depending on the organization's structure and operation, the amount of money it expects to raise, and the prize value and ticket price of its event.

Classes of Gambling Licences

Class A

Issued to eligible charitable and religious organizations for gambling events expected to generate gross revenue exceeding \$20,000.

GPEB issued 411 Class A gambling events licences, resulting in \$29.4 million revenue for organizations in 2017/18.

Class B

Issued to eligible charitable and religious organizations for gambling events expected to generate up to \$20,000 in gross revenue.

GPEB issued 3,858 Class B gambling event licences, resulting in \$10.9 million in revenue for organizations in 2017/18.

Class C

Issued to approved boards of community fairs and exhibitions that operate ticket raffles, bingos, wheels of fortune and limited casinos. These licences are issued to established fairs and exhibitions on a case-by-case basis.

GPEB issued 18 Class C gambling event licences, resulting in \$2.6 million in revenue for organizations in 2017/18.

Class D

Issued to eligible groups or organizations wishing to conduct small-scale fundraising events that are expected to generate up to \$10,000 in gross annual revenue. This licence category was introduced in 2007 in response to requests from groups, individuals and organizations that could not meet the eligibility criteria in place for larger fundraisers but still wished to contribute to programs and services in their communities.

Class D gambling events are restricted to ticket raffles and independent bingos. Eligibility is based, in part, on funds being used to benefit the broader community or provided to a third party for a charitable purpose.

GPEB issued 6,047 Class D gambling events licences, resulting in \$3.9 million in revenue for organizations in 2017/18.

Refer to Appendix A, Table 12, Licensed Gambling



Gambling Policy, Standards and Regulations

The Strategic Policy and Projects Division (SPPD) supports the integrity of gambling in B.C. by providing strategic policy, advice and communications services that support government's gambling objectives for the benefit of British Columbians.

The division's key areas of responsibility are:

- Identifying emerging issues in the gambling sector;
- Providing advice and recommendations to B.C.'s Attorney General, Deputy Attorney General, Associate Deputy Minister and the General Manager on policy approaches that protect the integrity of gambling;
- Working with stakeholders, such as the British Columbia Lottery Corporation (BCLC), gambling industry, non-profit organizations, other provincial jurisdictions and the federal government on gambling issues and initiatives;
- Ensuring B.C.'s legal, regulatory and policy framework supports the integrity of gambling and government's objectives for the gambling sector; and
- Leading strategic internal communications for five branch divisions and supporting communications to the public about gambling.

SPPD leads policy work that supports all aspects of GPEB's business. Throughout 2017/18, the division led projects on a range of policies across the branch. That work included distributing an information package about the health impacts of gambling on B.C. communities, studying the impacts of unregulated online gambling in the province and exploring options for addressing it, creating an efficient framework for reviewing new lottery schemes and games, monitoring the branch's Licensed Gambling Online program, and supporting the Licensing, Registration and Certification division to develop a new policy for awarding firearms as prizes in licensed gambling events.

Local Government Information Package

GPEB's policy team led the development of a new information package for local governments in B.C. to help inform them about the public health risks of gambling, if they currently host a gambling facility or may consider hosting a facility in the future.

The information package, *Hosting a Gambling Facility: A Local Government Information Package on the Public Health Risks of Gambling*, provides local governments with comprehensive, easy-to-access and balanced information, helping them to make more informed decisions about whether to host a new or expanded gambling facility in their communities. The package focuses on four key themes around the public health risks of gambling, including problem gambling prevalence, revenue generated from problem gamblers, high-risk games and the availability of alcohol and the impact of alcohol on gambling.

The information guide fulfils a commitment government made in *A Plan for Public Health and Gambling in British Columbia* in 2015, which took into consideration the Provincial Health Officer's report regarding a public health approach to gambling in B.C. GPEB has shared the new information package directly with current and prospective host local governments and has made it available online.

Collaboration on this project involved input from the British Columbia Lottery Corporation (BCLC), the B.C. Ministry of Health and the Centre for Gambling Research at UBC.

Unregulated Online Gambling

Over the year, branch policy staff conducted significant research and analysis of the impacts of unregulated gambling websites on B.C., and explored options to address this issue. Currently in this province, BCLC has delegated authority to conduct and manage commercial online gambling in B.C. and BCLC's Playnow.com website is the only regulated online gambling website.

GPEB is concerned about the risks unregulated gambling websites pose to British Columbians, such as potential fraud or cheating, access by minors, lack of responsible gambling features and potential risk of money laundering. The unregulated online gambling market also represents an untapped potential revenue source for governments in Canada.

Actions to address unregulated online gambling websites are complex because provinces are responsible for public safety and may operate and regulate gambling in their jurisdictions, while the federal government has responsibility for the *Criminal Code* of Canada. SPPD continues to examine potential solutions to address unregulated online gambling at the provincial level, while also working with federal and provincial colleagues across Canada to raise this issue at the national level.

New Games Framework

Under section 7(2) of the *Gaming Control Act*, the minister responsible for gambling must approve any new lottery scheme before it may be implemented in the province. In collaboration with BCLC, GPEB's policy team is designing a new framework to support efficient and thorough evaluation of new gambling opportunities. Technological advancements and innovation in the gambling industry are creating new entertainment opportunities such as virtual reality games, strategy games and the merging of video gaming and gambling. Introduction of these new games provides an exciting opportunity, but it also means that any risks they may present must be carefully considered and mitigated.

GPEB's New Games Evaluation Framework will improve the consistency of decision-making to ensure appropriate analysis and consideration is given to any new or expanded lottery scheme before it is introduced. Consideration must be given to responsible and problem gambling implications, technical certification and registration requirements, the locations where gambling is offered, protection of minors and other relevant strategic directions provided by the provincial minister responsible for gambling.

New Policy for Firearms as Prizes

A significant part of SPPD's work involves leading policy work to support GPEB's operational divisions. In 2017/18, SPPD supported the Licensing, Registration and Certification division to develop a more comprehensive policy for the acquisition and distribution of non-restricted firearms given as prizes in licensed gambling events, such as raffle draws. The number of gambling event licences with a firearm as a prize has steadily increased in recent years.

GPEB's Standard Procedures documents were updated with three new requirements: ensure the firearm prize is appropriately acquired and distributed, including the licensee being responsible for verifying the Possession and Acquisition Licence (PAL); ensure participants are informed of the requirements they must meet in order to win the prize prior to participating; and complete an additional PAL validity check at the time of transfer by contacting the Canadian Firearms Program to ensure the bearer is the rightful holder and that the licence has not expired or been suspended.

This new policy gives greater assurance that individuals awarded firearms as prizes through provincially licensed gambling events hold a valid PAL.

To be able to possess firearms lawfully in Canada, a PAL authorizing possession of a firearm is required. Firearms are regulated by the federal *Firearms Act* and *Criminal Code* of Canada.

Monitoring of Licensed Gaming Online

In late 2014, the federal government amended the *Criminal Code* of Canada to begin allowing charities to use computers to operate raffles. GPEB acted quickly to develop the country's first set of comprehensive policies and standards to enable charities to sell and issue tickets online, conduct electronic financial transactions in real time and distribute prizes electronically. As well, the new rules have allowed certain charities to use certified electronic random number generators to determine the outcome of the raffle.

Over the past two years, SPPD has monitored the Licensed Gaming Online (LGO) program to ensure its effective implementation and ongoing operation. Through this monitoring, GPEB has heard from organizations that the LGO program has successfully allowed them to modernize their charitable fundraising. In the first two years of the program, between January 2015 and December 2017, nearly 70 LGO gaming licences have been issued to more than 55 organizations.

Charitable organizations that have used LGO have reported to GPEB that using a computer to conduct licensed raffles enables them to earn more revenue through their licensed gambling events, which means more money flows directly to charitable causes in B.C. Some of those savings have been achieved from lower mailing costs for organizations, as they can now more easily email raffle tickets to buyers. GPEB has also learned that the LGO program has enabled charities to reach new participant demographics.

The LGO program has been a significant shift in the way provincially licensed raffles are conducted and has presented a substantial opportunity to increase efficiencies and reduce administrative burdens on raffle events and, in turn, maximize gaming revenues for eligible programs.



GPEB Operations Support

Financial Services

GPEB's financial services unit provides business and technical support to all divisions and business units in GPEB. This includes, but is not limited to:

- operational financial services, contract management and budget administration;
- strategic financial advice to GPEB's executive;
- payment of community gaming grants, host local government payments, destination assistance compensation and distribution of horse racing revenue.

Refer to Appendix A, Table 13, GPEB Budget and Expenditures

Information Technology (IT) Support

The IT unit supports all business units in GPEB by providing daily support for workstations, internal- and external-facing websites, and GPEB's Gaming Online Service (GOS). GOS is a web-based application developed by GPEB that allows eligible applicants to apply electronically for a Community Gaming Grant or gambling licence, submit processing fees through a secure card payment option, track the progress of their applications and file a criminal or regulatory complaint for issues related to gambling or horse racing in B.C.

GOS is also an internal-facing application that is used for the administration of most GPEB activities, including investigation and audit reports, work flow processing of licences, supplies certification, and the administration of Community Gaming Grants, including

post-event reporting. GOS is also the primary tool used in the administration of approximately \$250 million in payments under the Host Local Government program and the Community Gaming Grants program.

The unit supports GPEB's business needs by enhancing GOS in ways that support each division and their various business requirements. The IT unit also delivers specialized reports and provides the necessary management information to each division. The intranet site for staff provides a tool for internal communications and access to operational materials, while the public-facing site provides information to the public about GPEB and a mechanism for applying for some licences that are administered by GPEB.

Operations also provides risk management services to the branch, and administers records management. As the branch transitions to electronic record keeping, records management provides advice and coordination of storage and destruction of records, whether physical or electronic, and is the branch's coordinator for freedom of information requests, assisting the branch in maintaining integrity through transparency.

Operations Division is responsible for records management services for GPEB. This function requires balancing the need to publicly report on the Branch's operations with protection of regulatory enforcement actions and personal privacy. Administration of freedom of information requests experienced a dramatic increase in volume in 2017/18, which saw the Branch process approximately four times typical annual volume of information requests in the last two quarters of the year alone.



Appendix A: Information Tables

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Table 1: Sources and Distribution of Gambling Revenues

| Sources and Distribution of Gambling Revenues (\$ figures in Millions) | | |
|--|------------------|------------------|
| | 2016/17 | 2017/18 Actuals |
| Revenue – In | | |
| Lottery & eGaming | \$377.8 | \$378.2 |
| Casino & Community Gaming | \$961.2 | \$1,022.3 |
| Total Revenue | \$1,339.0 | \$1,400.5 |
| Disbursements – Out | | |
| Supporting Communities | | |
| Community Gaming Grants | \$134.8 | \$140.0 |
| Host Local Government Payments | \$96.8 | \$102.1 |
| Destination Assistance Compensation | \$11.6 | \$6.7 |
| Horse Racing Purse Enhancements | \$11.7 | \$11.6 |
| Gaming Policy and Enforcement Branch Operations | | |
| GPEB Operations | \$13.8 | \$13.4 |
| Responsible and Problem Gambling Program | \$5.8 | \$5.6 |
| British Columbia Government Programs | | |
| Health Special Account | \$147.2 | \$147.2 |
| Consolidated Revenue Fund | \$907.8 | \$964.1 |
| Government of Canada Transfer | | |
| Federal/Provincial Agreement | \$9.5 | \$9.9 |
| Disbursements – Out | \$1,339.0 | \$1,400.5 |

Table 2: Corporate, Lottery Retail Registration and Personnel Registration

| | 2017/18 | | 2016/17 | | 2015/16 | |
|---|---------|---------|---------|---------|---------|---------|
| | New | Renewal | New | Renewal | New | Renewal |
| Corporate Registrations¹⁵ | | | | | | |
| Gambling Services Providers | 8 | 19 | 2 | 10 | 7 | 22 |
| Gambling Equipment Suppliers | 3 | 10 | 8 | 9 | 4 | 12 |
| Ancillary Service Contractors | 3 | 7 | 1 | 4 | 3 | 5 |
| Senior Officials and Senior Employees | 102 | 153 | 96 | 90 | 105 | 146 |
| Totals | 116 | 189 | 107 | 113 | 119 | 185 |
| Lottery Retail Registration and Personnel Registrations¹⁶ | | | | | | |
| Gambling Workers ¹⁷ | 4,718 | 1,919 | 4,351 | 2,353 | 4,502 | 1,868 |
| Lottery Retail Managers ¹⁸ | 227 | 691 | 240 | 612 | 224 | 254 |
| Horse Racing Workers | 244 | 435 | 339 | 385 | 387 | 474 |
| Total | 5,189 | 3,045 | 4,930 | 3,350 | 5,113 | 2,596 |

¹⁵ New and renewal registration term duration is up to five years.

¹⁶ New and renewal registration term duration is up to three years.

¹⁷ Gambling workers include all workers in the BC gambling industry defined by prescribed classes of registration in the Gaming Control Regulation.

¹⁸ This figure reflects the Lottery Retail Registration cycle, which provides registrants a three year registration per renewal.

Table 3: Registration Decisions¹⁹

| | 2017/18 | | | 2016/17 | | | 2015/16 | | |
|---------------------------------------|-----------|-----------|--------------|-----------|-----------|--------------|-----------|-----------|--------------|
| Registration Type | Denied | Revoked | Ceased | Denied | Revoked | Ceased | Denied | Revoked | Ceased |
| Gambling Workers | 38 | 40 | 3,155 | 20 | 36 | 3,358 | 42 | 47 | 3,052 |
| Horse Racing Workers | 2 | 1 | 0 | 5 | 1 | 0 | 5 | 0 | 0 |
| GPEB and BCLC Personnel | 0 | 0 | 254 | 0 | 0 | 243 | 0 | 0 | 129 |
| Lottery Retail Managers ²⁰ | 2 | 3 | 282 | 0 | 1 | 448 | 3 | 0 | 326 |
| Total | 42 | 44 | 3,691 | 25 | 38 | 4,049 | 50 | 47 | 3,507 |

¹⁹ This table only includes personnel registration because corporate registration did not have any denials/revocations during this three year period. Corporate registrants are aware when GPEB is considering denial or revocation and as a result, the corporate registrant typically withdraws from the process.

²⁰ This figure reflects the Lottery Retail Registration cycle, which provides registrants a three-year registration per renewal.

Table 4: Gambling Supplies Certification

| | 2017/18 | | 2016/17 | | 2015/16 | |
|---|---------------|------------|---------------|------------|---------------|------------|
| Certification Type | Certification | Revocation | Certification | Revocation | Certification | Revocation |
| Lottery Tickets: Scratch & Win, Pull Tab | 67 | 0 | 77 | 1 | 70 | 0 |
| Online (Playnow.com) | 254 | 2 | 134 | 8 | 159 | 10 |
| Electronic Gambling Devices & Other Supplies | 500 | 12 | 488 | 29 | 566 | 12 |
| Table Games | 4 | 0 | 4 | 0 | 3 | 0 |
| Licensed/ Charitable (50/50) | 4 | 0 | 8 | 0 | 8 | 0 |
| Other (Lottery systems, Lotto Express, Bingo, etc.) | 8 | 1 | 10 | 1 | 7 | 0 |
| Total | 837 | 15 | 721 | 39 | 813 | 22 |

Table 5: Investigations and Enforcement Actions of Incident Reports Related to Gambling

| TYPE | Incidents Reported | | Investigated/Actioned | | Enforcement Action | |
|---|--------------------|--------------|-----------------------|--------------|--------------------|------------|
| | 2017/18 | 2016/17 | 2017/18 | 2016/17 | 2017/18 | 2016/17 |
| <i>Gaming Control Act Offences</i> | 277 | 316 | 179 | 218 | 126 | 151 |
| <i>Criminal Code Non-Gambling Related</i> | 672 | 649 | 593 | 571 | 61 | 34 |
| <i>Criminal Code Gambling Related</i> | 288 | 331 | 271 | 312 | 65 | 57 |
| Other | 157 | 211 | 115 | 168 | 8 | 16 |
| Total | 1,394 | 1,507 | 1,158 | 1,269 | 260 | 258 |

Definitions

"*Gaming Control Act Offences*" include all offences listed in the *Gaming Control Act* and *Gaming Control Regulation*.

"*Criminal Code Non-gambling Related*" includes incidents that were reported to GPEB related to assault, counterfeit currency, fraud, loan sharking, false ID, theft and threats for which GPEB has a categorization in their database.

"*Criminal Code Gambling Related*" includes all offences under Part 7 of the *Criminal Code*.

"Other" includes other reported items that are related to incidents such as offences which may include: abandonment of child; intoxication in a public place; civil harassment, various *Criminal Code* and assistance files to other jurisdictions. The "Other" category is used because the GPEB database does not allow for the categorization of these offences.

"Incidents Reported" indicates that GPEB received a report or complaint from various sources, primarily gambling service providers.

"Investigated/Actioned" indicates that GPEB opened a file and took action.

"Enforcement Action" indicates that GPEB took action that resulted in recommended charges, administrative actions and warnings.

The table does not include incidents related to chip passing in the Lower Mainland (321 incidents in 2017/18) as they are consolidated into a single file and GPEB does not take action on these as they are not offences and are resolved by the gaming service providers. GPEB collects this data to analyze any association to suspicious currency activities. It also does not include suspicious cash transactions (1,876 incidents in 2017/18) which are reported for intelligence purposes only, and are not investigated on a file-by-file basis.

The table also does not include incidents related to prohibited patrons in the Lower Mainland entering gambling facilities (3,271 incidents in 2017/18) as GPEB does not take action on these incidents unless they are repeat offenders. Repeat offenders are captured in the "Incidents Reported" and "Investigated/Actioned".

Table 6: Gambling Audits by Category²¹

| Number of Gambling Audits and Files by Category | | | |
|---|------------|------------------|------------|
| | 2017/18 | 2016/17 | 2015/16 |
| Casinos, CGCs, Bingo Halls, and Race Tracks | 17 | 19 | 27 |
| BCLC's conduct of Commercial & Lottery Gambling | 10 | 13 | 15 |
| Financial Integrity Analysis of Corporate Registrants | 53 | 28 ²² | 0 |
| Gaming Grants ²³ | 108 | 141 | 147 |
| Licences | 61 | 77 | 61 |
| Total | 249 | 278 | 250 |

²¹ Note this combined table consolidates two separate tables published in 2015/16 and prior annual reports titled "Commercial Gambling Audits by category" and "Charitable Audits".

²² New category of audit of work started in 2016/17 (Financial Integrity Analysis of Corporate Registrants) to assist in the review of Corporate Registrants.

²³ Consolidates audits by sector provided in annual reports of 2015/16 and earlier.

Table 7: British Columbia Horse Racing Summary

| | Race Days ²⁴ | | | Live Races | | | Horses Ran | | |
|---------------------------------|-------------------------|------------------------|-----------|------------|------------|------------|--------------|--------------|--------------|
| | 2017 | 2016 | 2015 | 2017 | 2016 | 2015 | 2017 | 2016 | 2015 |
| Thoroughbred | | | | | | | | | |
| Hastings Racecourse (Vancouver) | 51 | 53 | 53 | 390 | 403 | 404 | 2,902 | 2,987 | 2,974 |
| Desert Park (Osoyoos) | 0 | 1 | 1 | 0 | 6 | 6 | 0 | 35 | 35 |
| TOTAL | 51 | 54 | 54 | 390 | 409 | 410 | 2,902 | 3,022 | 3,009 |
| Standardbred | | | | | | | | | |
| Fraser Downs Racetrack (Surrey) | 58²⁵ | 55²⁶ | 62 | 652 | 597 | 673 | 5,063 | 4,717 | 5,665 |

²⁴ The number of horse racing days is determined by the different breed associations in consultation with the track operator through the HRIMC and approved by the General Manager of GPEB.

²⁵ In 2016, 61 race dates were approved: 55 were raced, 6 were cancelled due to unsafe track conditions due to weather.

²⁶ In 2017, 65 race dates were approved: 58 were raced, 7 were cancelled due to weather and track conditions. The track operator has agreed to add 6 days to the 2018 calendar.

Table 8: Horse Racing Rulings²⁷

| | 2017 | 2016 | 2015 |
|--|-----------|------------------------|-----------|
| Standardbred | | | |
| Whipping Violations | 6 | 4 | 9 |
| Racing or driving infractions committed during a race | 41 | 35 | 27 |
| Drug or Alcohol infractions involving either horses or registered horse racing workers ²⁸ | 10 | 14 | 5 |
| Inappropriate behaviour in the backstretch area of a racetrack | 17 | 10 | 9 |
| Licensing or registration violations | 2 | 1 | 0 |
| Horses that bled during a race | 0 | 1 | 0 |
| Restoration of a horse or a horse racing worker of good standing ²⁹ | 2 | 2 | 2 |
| Other categories ³⁰ | 5 | 15 | 2 |
| Total Standardbred Rulings | 83 | 82³¹ | 54 |
| Thoroughbred | | | |
| Racing or riding infractions committed during a race ³² | 9 | 19 | 22 |
| Drug or alcohol infractions involving either horses or registered horse racing workers | 4 | 5 | 8 |
| Entering an ineligible horse | 2 | 0 | 0 |
| Inappropriate behaviour in the backstretch area of a racetrack | 3 | 6 | 4 |
| Licensing or registration violations | 0 | 2 | 2 |
| Horses that bled during a race | 1 | 4 | 1 |
| Restoration of a horse or a horse racing worker of good standing | 0 | 2 | 0 |
| Other categories | 2 | 14 | 4 |
| Total Thoroughbred Rulings | 21 | 52 | 41 |

²⁷ Horse Racing results are reported in calendar year as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding wagering and drug testing are also reported by calendar year.

²⁸ The increase in 2016 and 2017 reflects increased awareness by race participants and enforcement activities by GPEB Racing unit staff.

²⁹ When a licensee is suspended pending a hearing before the Judges/Stewards, a ruling is generated following the hearing reinstating him/her to good standing.

³⁰ "Other" captures a ruling that does not fall within any of the other categories or is not race-related.

³¹ Increase due to increased enforcement particularly in drug testing and race infractions.

³² Decrease in 2017 due to better quality of riders and a smaller riding colony.

Table 9: Horse Racing Wagering

| | 2017 | 2016 | 2015 |
|---------------------------------|-----------------|--------|--------|
| | \$000's | | |
| Hastings Park (HP) | | | |
| HP Live Races | 7,787 | 8,636 | 8,398 |
| HP Simulcast Wagers | 62,385 | 60,684 | 56,625 |
| Total HP | 70,172 | 69,320 | 65,023 |
| | | | |
| Fraser Downs (FD) | | | |
| FD Live Races | 1,895 | 2,006 | 2,654 |
| FD Simulcast Wagers | 35,629 | 33,509 | 31,875 |
| Total FD | 37,524 | 35,515 | 34,529 |
| | | | |
| Teletheatre BC | | | |
| Hastings Park Races | 795 | 913 | 879 |
| Fraser Downs Races | 563 | 661 | 769 |
| Wagers on Other Racetracks | 38,659 | 41,290 | 40,370 |
| Total Teletheatre BC | 40,017 | 42,864 | 42,018 |
| | | | |
| | 2017 | 2016 | 2015 |
| Wagers On Desert Park (Osoyoos) | — ³³ | 17 | 17 |

³³ No racing occurred at the Desert Park Racetrack in 2017 due to a funding issue.

Table 10: British Columbia Responsible and Problem Gambling Program

| | 2017/18 | 2016/17 |
|---|----------------------|---------|
| Program Outputs | | |
| Number of prevention presentations | 2,387 | 2,475 |
| Number of prevention presentation audience participants | 86,075 ³⁴ | 103,456 |
| GameSense Advisor player interactions | 48,587 | 57,341 |
| Calls made to Help Line (specific to problem gambling) | 3,421 | 3,326 |
| Referrals to Responsible and Problem Gambling Program | 1,326 | 1,380 |
| Clients served (clinical and early intervention combined) | 1,612 | 1,390 |
| Discovery Day Treatment Program participants | 163 | 175 |
| Narrative Workshops | 3 | 7 |
| Number of Contracted Service Providers | | |
| Clinical Counsellors | 26 | 26 |
| Prevention Service Providers | 20 | 15 |
| Provincial Coordinators | 3 | 3 |
| GameSense Advisors | 25 | 21 |
| Indigenous Providers | 4 | 4 |
| Gam Info Rep | 2 | 0 |

³⁴ Drop in participants due to a transition from direct to a train the trainer community education practice.

Table 11: Host Local Government Revenues by Gambling Facility

| Name of Casino/CGC | Location | 2016/17 | 2017/18 |
|-------------------------------------|----------------------------------|---------------------|----------------------|
| Chances Abbotsford CGC | Abbotsford | \$1,099,731 | \$1,221,196 |
| Grand Villa Casino | Burnaby | \$10,876,457 | \$11,731,081 |
| Chances Campbell River CGC | Campbell River | \$749,517 | \$801,038 |
| Chances Castlegar CGC | Castlegar | \$482,062 | \$501,802 |
| Chances Chilliwack CGC | Chilliwack | \$1,774,780 | \$2,047,189 |
| Hard Rock Casino | Coquitlam | \$8,180,546 | \$8,633,581 |
| Chances Courtney CGC | Courtenay | \$981,074 | \$1,046,055 |
| Chances Cowichan CGC | Duncan | \$773,717 | \$815,006 |
| Casino of the Rockies | Cranbrook (Ktunaxa First Nation) | \$1,059,701 | \$995,092 |
| Chances Dawson Creek CGC | Dawson Creek | \$577,985 | \$704,466 |
| Chances Fort St. John CGC | Fort St. John | \$774,496 | \$899,920 |
| Lake City Casino Kamloops | Kamloops | \$1,820,781 | \$1,904,579 |
| Chances Kamloops CGC | Kamloops | \$852,867 | \$899,601 |
| Lake City Casino Kelowna | Kelowna | \$1,915,039 | \$1,930,066 |
| Chances Kelowna CGC | Kelowna | \$2,131,726 | \$2,249,171 |
| Cascades Casino | Langley | \$6,942,678 | \$7,687,718 |
| Chances Maple Ridge CGC | Maple Ridge | \$1,404,401 | \$1,608,880 |
| Chances Mission CGC | Mission | \$664,067 | \$687,768 |
| Casino of Nanaimo | Nanaimo | \$2,673,065 | \$2,860,257 |
| Starlight Casino | New Westminster | \$6,381,048 | \$6,782,928 |
| Lake City Casino Penticton | Penticton | \$1,687,089 | \$2,055,951 |
| Chances Rim Rock CGC | Port Alberni | \$454,055 | \$466,581 |
| Treasure Cove Casino | Prince George | \$2,640,054 | \$2,682,298 |
| Chances Prince Rupert CGC | Prince Rupert | \$482,803 | \$503,064 |
| Billy Barker Casino | Quesnel | \$479,012 | \$497,041 |
| River Rock Casino Resort | Richmond | \$16,971,579 | \$17,085,520 |
| Chances Salmon Arm | Salmon Arm | \$504,691 | \$523,784 |
| Chances Squamish CGC | Squamish | \$236,783 | \$266,114 |
| Elements Casino | Surrey | \$4,103,134 | \$4,124,487 |
| Chances Terrace CGC | Terrace | \$632,345 | \$662,585 |
| Parq/Edgewater Casino | Vancouver | \$8,547,733 | \$9,433,310 |
| Hastings Racecourse Casino | Vancouver | \$1,109,379 | \$1,096,789 |
| Lake City Casino Vernon | Vernon | \$1,961,911 | \$1,972,343 |
| View Royal Casino | View Royal | \$4,306,853 | \$4,165,981 |
| Chances Signal Point CGC | Williams Lake | \$587,859 | \$565,523 |
| Total Local Government Share | | \$96,821,018 | \$102,108,766 |

Table 12: Licensed Gambling³⁵

| | | 2015/16 | 2016/17 | 2017/18 | | | |
|---------------------------|------------------------|---------|-------------|---------|-------------|--------|-------------|
| | | \$000's | | | | | |
| Licensed Class | Licensed Type | Number | Net Revenue | Number | Net Revenue | Number | Net Revenue |
| Class A | Major Raffle | 39 | \$1,982 | 44 | \$1,994 | 42 | \$1,951 |
| | Minor Raffle | 231 | \$2,525 | 244 | \$4,358 | 246 | \$4,763 |
| | Registered Raffle | 25 | \$15,517 | 32 | \$20,453 | 34 | \$21,002 |
| | Independent Bingos | 89 | \$1,800 | 90 | \$1,642 | 89 | \$1,682 |
| Subtotal of Class A | | 384 | \$21,824 | 410 | \$28,447 | 411 | \$29,398 |
| | | | | | | | |
| Class B | Raffles | 3,567 | \$10,456 | 3,583 | \$10,410 | 3,678 | \$10,510 |
| | Independent Bingos | 108 | \$354 | 79 | \$188 | 80 | \$208 |
| | Wheels of Fortune | 9 | \$12 | 11 | \$13 | 12 | \$23 |
| | Social Occasion Casino | 26 | \$37 | 21 | \$22 | 18 | \$38 |
| | Poker | 76 | \$76 | 82 | \$125 | 70 | \$112 |
| Subtotal of Class B | | 3,786 | \$10,935 | 3,776 | \$10,758 | 3,858 | \$10,891 |
| | | | | | | | |
| Class C | Raffles | 16 | \$2,968 | 14 | \$1,948 | 16 | \$2,606 |
| | Wheels of Fortune | 2 | \$262 | 2 | \$247 | 2 | \$5 |
| Subtotal of Class C | | 18 | \$3,230 | 16 | \$2,195 | 18 | \$2,611 |
| | | | | | | | |
| Class D | Raffles | 5,722 | \$3,752 | 5,809 | \$3,849 | 5,891 | \$3,772 |
| | Independent Bingo | 119 | \$94 | 127 | \$116 | 156 | \$133 |
| Subtotal of Class D | | 5,841 | \$3,846 | 5,936 | \$3,965 | 6,047 | \$3,905 |
| Grand Total – All Classes | | 10,029 | \$39,835 | 10,138 | \$45,365 | 10,334 | \$46,805 |

³⁵ Net revenue figures are estimated and based on Gaming Event Revenue Reports as of April 10, 2018 which are submitted by licensees as part of the 90 day post-licensed gambling event reporting requirements.

Table 13: GPEB Budget and Expenditures

| | FY16/17 | FY17/18 |
|---|---------------------|---------------------|
| Branch Budget | | |
| Core Operations | \$13,866,000 | \$13,134,000 |
| Responsible Gambling Program | \$6,009,000 | \$6,011,000 |
| Total Branch Budget | \$19,875,000 | \$19,145,000 |
| Branch Expenditures | | |
| Core Operations | | |
| Salaries and Benefits Cost | \$11,791,785 | \$11,250,569 |
| Operating and Business Expenses (Including Legal and Professional Services) | \$1,961,752 | \$2,112,088 |
| Subtotal | \$13,753,537 | \$13,362,657 |
| Responsible and Problem Gambling Program | | |
| Salaries and Benefits Cost | \$389,689 | \$383,310 |
| Operating and Business Expenses (Including Legal and Professional Services) | \$920,588 | \$507,652 |
| Contracts | \$4,907,182 | \$4,698,302 |
| Subtotal | \$5,827,770 | \$5,589,264 |
| Total Branch Expenditures | \$19,581,307 | \$18,951,921 |
| Surplus (Deficit) | \$293,693 | \$193,079 |

Appendix B: Gambling Permitted in British Columbia

This table summarizes the forms of gambling currently authorized and the locations where each may be offered.

| Commercial Gambling | Casinos | Bingo Halls | CGCs | Co-Located Racetrack Casinos | Racetracks | Lottery Outlets | PlayNow.com | Licensed Events | Pubs & Bars |
|-------------------------------------|---------|-------------|------|------------------------------|------------|-----------------|-------------|-----------------|-------------|
| Commercial Bingo Games | | ✓ | ✓ | | | | ✓ | | |
| Lottery Products | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| Slot Machine | ✓ | | ✓ | ✓ | | | ✓ | | |
| Table Games | ✓ | | | ✓ | | | ✓ | | |
| Poker Tables | ✓ | | | ✓ | | | ✓ | | |
| Electronic Table Games | ✓ | | ✓ | ✓ | | | ✓ | | |
| Live Horse Racing | | | | ✓ | ✓ | | | | |
| Teletheatres | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ |
| Licensing of Gambling Events | | | | | | | | | |
| Ticket Raffles | | | | | | | | ✓ | ✓ |
| Independent Bingo | | | | | | | | ✓ | ✓ |
| Social Occasion Casino | | | | | | | | ✓ | ✓ |
| Wheels of Fortune | | | | | | | | ✓ | ✓ |
| Limited Texas Hold'em Poker Events | | | | | | | | ✓ | ✓ |

