

The background of the top half of the page features a close-up photograph of several stacks of casino chips in red, blue, and green, with some chips having a white and black checkered pattern. To the right, several playing cards are fanned out, showing the Ace of Hearts, Ace of Clubs, Ace of Spades, and Ace of Diamonds. The text is overlaid on semi-transparent grey rectangular boxes.

COMPLIANCE

REGULATION

INTEGRITY

STANDARDS

ENFORCEMENT

Annual Report

GAMING POLICY AND ENFORCEMENT BRANCH

2019/20

LETTER OF TRANSMITTAL



I am pleased to submit the 2019/20 Annual Report of the Gaming Policy and Enforcement Branch (GPEB) 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, 2019, and March 31, 2020.

GPEB 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 (BCLC), 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

Attorney General:

I am pleased to present the 2019/20 Annual Report for the Gaming Policy and Enforcement Branch (GPEB). This report covers the period between April 1, 2019 and March 31, 2020. 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* (the 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 as well as the delivery of responsible and problem gambling programs.

I would like to highlight a few of the branch's key achievements in 2019/20. As a key priority for the branch, GPEB continues to work with other areas of the provincial government and the BC Lottery Corporation (BCLC) to address the recommendations from Dr. Peter German's report, *Dirty Money: An Independent Review of Money Laundering in Lower Mainland Casinos*.

In response to Dr. German's recommendations, GPEB has undertaken a thorough review of the current legislation with the intent of clarifying and strengthening the role of the provincial gambling regulator and modernizing the Act. Proposed amendments to the Act will transition GPEB to the new Independent Gambling Control Office (IGCO). The IGCO is intended to have greater independence to set and enforce regulatory gambling policy. Further proposed amendments will transform the way the IGCO regulates gambling by establishing a more flexible regulatory model that can adapt as advancing technology transforms the sector. Government expects to bring forward amendments to the Act in spring 2021.

GPEB's increased regulatory presence in major Lower Mainland casinos has enhanced communication and coordination between investigators and gaming services provider surveillance and security teams and improved awareness of and ability to respond to threats against the integrity of gambling. Through participation in cross-organizational collaboration initiatives to address money laundering, GPEB is better able to share intelligence, collaborate on investigations, take regulatory enforcement measures, and develop regulatory solutions. These actions have helped lay the foundation for long-term cooperation between organizations such as GPEB, BCLC, casinos and law enforcement agencies to mitigate money laundering.

Over the last year, GPEB worked in partnership with communities around the province to develop and deliver community health promotion and problem gambling prevention initiatives. These initiatives included workshops for Indigenous children and youth, education forums for high school students and community outreach for seniors. In addition, GPEB continues to build capacity in culturally safe service delivery through Narrative Approaches training for GPEB's responsible and problem gambling prevention specialists, Indigenous team members and clinical counsellors.

Sam MacLeod
Assistant Deputy Minister and General Manager
Gaming Policy and Enforcement Branch

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OUR ORGANIZATION

The Gaming Policy and Enforcement Branch (GPEB) is responsible for the overall integrity of gambling¹ and horse racing in British Columbia. We do that by maintaining a regulatory and service delivery framework that promotes fairness, public safety and public confidence.

OVERVIEW

GPEB regulates all gambling in B.C. and ensures the integrity of gambling industry companies, people and equipment, and compliance with policies and standards established under the *Gaming Control 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. 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 supports, services and community programs that benefit British Columbians.

¹ As the term "gaming" is used to describe both gambling and video gaming and there has been significant growth in the eSports industry in the past five years, this report uses the term gambling for clarity. 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 Report.

CORE BUSINESS AREAS

GPEB has six divisions to carry out its core business:

- Community Supports Division
- Licensing, Registration and Certification Division
- Compliance Division
- Enforcement Division
- Strategic Policy and Projects Division
- Operations Division

COMMUNITY SUPPORTS DIVISION

The Community Supports Division provides prevention, clinical and Indigenous programs and services to support a healthy understanding and/or involvement with gambling and provide supports for those negatively impacted by gambling products. The division administers the Responsible and Problem Gambling Program, which includes delivering public awareness through education and training in schools and the community, early intervention and harm reduction services including community outreach and free clinical counselling for individuals and families negatively impacted by gambling products.

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 program issues gambling event licences which allow eligible organizations and individuals to fundraise by holding a single gambling event or a series of events within B.C. for direct delivery of programs and services that benefit the broader community and/or a third-party community member in need.

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 activities 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, or referral to Enforcement or Licensing, Registration and Certification Divisions for further action. 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 per the *Gaming Control Act*. The division's Horse Racing Unit develops and enforces rules and policies for horse racing, regulates horse racing events and licenses all racing participants.

ENFORCEMENT DIVISION

As part of enhancing GPEB's enforcement response, this division was created in 2018 and includes the Investigations and Intelligence personnel. The investigators respond to instances of any conduct, activity or incident occurring in connection with gambling that could threaten the integrity of the industry. In support of their regulatory responsibilities, this division enforces provisions of the *Gaming Control Act*, Gaming Control Regulation, *Criminal Code* of Canada and other provincial statutes under the authority of Special Provincial Constable appointments.

The Gaming Intelligence Unit works within a collaborative intelligence model with law enforcement, and 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. This unit operates within the Joint Illegal Gaming Investigation Team (JIGIT) and receives additional investigative support from four investigators, a manager from the Enforcement Division, and JIGIT law enforcement officers. JIGIT was formed to investigate organized crime in illegal gambling and prevent the proceeds of crime from entering B.C.'s gambling facilities.

STRATEGIC POLICY & 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 proactively 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.

OPERATIONS DIVISION

The Operations Division provides financial, administrative, risk management, information technology (IT), human resource and records management services. This includes monitoring financial operations and distributing gambling-related funding throughout the province, including Host Local Government payments.

The division is responsible for the development and maintenance of a custom IT application that supports operations from licensing to investigations and revenue distribution. The Operations Division also provides facilities management and administration to the five GPEB offices throughout the province. It also provides both strategic human resource advice and functional assistance with all aspects of labour relations.

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

GAMBLING IN BRITISH COLUMBIA

The commercial gambling industry includes²:

- PlayNow.com - the only legal online gambling website in B.C.
- Provincial and National Lottery Games
- 18 Community Gaming Centres
- 16 Horse Racing Teletheatres
- 17 Casinos
- 7 Commercial Bingo Halls
- 2 Horse Racetracks

\$57.5 million³

Generated through licensed gambling events for not-for-profit, charitable and religious organizations in British Columbia in 2019/20.

\$1.8 billion⁴

Revenue generated in 2019/20 through commercial gambling in the province.

\$1.3 billion

Commercial gambling revenue returned to government after deducting prize payout and expenses. This revenue was used to support local communities, the horse racing industry, responsible and problem gambling treatment programs, provincial health programs, other provincial government programs, and GPEB operations.

² Refer to Appendix A, Gambling Permitted in British Columbia.

³ Correction for data entry error reported in the previous year's Annual Report; amount reported for 2018/19 should have been \$51.9 million.

⁴ Note that a change in accounting guidance in 2018/19 requires that all revenue be stated net of prizes, which is a change from the practice in prior years, and generally results in a lower revenue figure that does not reflect a decline in revenue for BCLC.

GOVERNMENT SUPPORTS

\$942 million

Allocated to the Consolidated Revenue Fund to support provincial government programs and services

\$194.8 million

Shared with the B.C. First Nations Gaming Revenue Sharing Limited Partnership in October 2019, representing the first two years of shared gaming revenue.

\$147.3 million

Allocated to the Health Special Account. This reflects a commitment made by the B.C. government in 1992 to allocate revenue from BCLC specifically for health care initiatives

\$139.9 million

Allocated to non-profit community groups through Community Gaming Grants

\$93.5 million

Allocated to local governments for the Host Local Government program

\$15.9 million

Allocated to fund GPEB operations

\$10.5 million

Allocated to the federal government under a revenue-sharing agreement between the federal and provincial governments

\$10.4 million

25% of slot machine net revenue from casinos co-located at Hastings and Fraser Downs racetracks allocated to the horse racing industry

\$5.6 million

Allocated to fund GPEB's Responsible and Problem Gambling Programs

HIGHLIGHTS 2019/20

115

Inspections of lottery retailers completed

766

Gambling supply certifications completed

189

Audits and inspections of organizations that receive Community Gaming Grants and charitable gambling licences completed

24

Compliance audits of BCLC and gambling service providers regarding applicable public interest standards, directives, laws and regulations

45

Communities in B.C. where Gambling Awareness Week was delivered

12%

Increase in new client uptake to support and counselling services

HIGHLIGHTS 2019/20

Reporting

Reporting expectations and protocols were amended under Sec. 86(2) of the *Gaming Control Act* to establish reporting requirements in line with the Enforcement Division's enhanced enforcement response.



Conference

Hosted the Canadian Association of Gaming Regulatory Agencies Conference in Victoria, B.C.



Response

Redefined investigative priorities by establishing a risk-based response, including enhanced protocol for referring to police of jurisdiction.



Training

Established enhanced mandatory training in anti-money laundering for all investigators in collaboration with various stakeholders and government partners.

Completed Narrative Approaches training for 40 of GPEB's prevention specialists, Indigenous team members and clinical counsellors to build capacity in culturally safe service delivery.



Partnerships

Partnered with communities around the province to develop and deliver community health promotion and problem gambling prevention initiatives:

- A Senior's Connect Café to reduce social isolation, a risk factor for problem gambling;
- A Hoop Dance workshop for Indigenous children and youth aimed at promoting connection to culture; and
- Two mental health and addiction education forums for high school students to increase knowledge, reduce stigma and support healthy choices.

INTEGRITY OF PEOPLE AND COMPANIES INVOLVED WITH 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. Applicants are subject to a background investigation, including but 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 ensure 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.

IN 2019/20 GPEB PROCESSED NEW AND RENEWED REGISTRATIONS FOR:

6,336	Gambling Workers
885	Lottery Retailers
722	Horse Racing Workers
196	Senior Officials and Senior Employees
16	Gambling Equipment Suppliers
14	Gambling Services Providers
6	Ancillary Service Contractors

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, 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.

Refer to Appendix B, Table 1: Corporate, Lottery Retailer Registration and Personnel Registration

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)⁵.

In 2019 Personnel and Lottery Registration launched a pilot project for online registration of workers in the gambling industry. This project continues to move forward with an expectation to fully implement the online system by the end of 2020.

Refer to Appendix B, Table 2: Registration Decisions



⁵ Individuals that operate charitable gambling in B.C. are not registered gambling workers. Instead, GPEB issues charitable gambling licences to eligible organizations.

CERTIFICATION

Before operating in a live environment, all gambling supplies⁶ 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;
- can be audited.

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 Accredited Testing Facility (ATF) reports that a particular gambling product no longer meets GPEB's technical gambling standards. A certification may be suspended or revoked for a number of other reasons: a gambling product malfunctions; an ATF rescinds their certification; or a vendor upgrades the gambling product and no longer supports the previous version. Software and hardware malfunctions⁷ 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 re-certified by GPEB.

Additionally, GPEB's involvement in projects with BCLC are ongoing. In the current fiscal year, GPEB was involved with ePoker, mobile client geolocation project, Keno retail content delivery upgrade, and Keystone Sports integration. Currently, GPEB is involved with BCLC's Lottery Transformation Project where all terminals and systems at retail outlets are to be upgraded and modernized.

Refer to Appendix B, Table 3, Gambling Supplies Certification

⁶ 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 raffle platforms.

⁷ 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.

COMPLIANCE WITH STANDARDS AND REGULATIONS

GPEB works 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, to ensure regulatory compliance.

THE AUDIT PROGRAM

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 risks and gives GPEB the ability to allocate audit resources to the areas of greatest risk within the branch. The audit 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 anti-money laundering 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.

In 2019/20, the GPEB audit team completed 236 audits and file reviews. This comprised 13 audits of gambling facilities, 11 audits related to BCLC's conduct of commercial and lottery gambling, 23 financial integrity reviews, 110 audits of gaming grant recipients, and 79 licence audits.

Of the 189 audits of gaming grant recipients and gambling event licensees, 55 were registered as special projects or complaints from the public, and of the 134 that were assessed for compliance, 54 were fully compliant, 57 were moderately non-compliant, and 23 were severely non-compliant.⁸

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 identify potential risks and the viability of the registrant. This year, the audit team completed 23 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 B, Table 4, Gambling Audits by Category



⁸ 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 if an organization fails to submit 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.

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.

B.C.'s horse racing industry employs approximately 2,091 licensed owners, jockeys, drivers, trainers, grooms and exercise riders, all of whom must be licensed and registered with GPEB. In 2019/20, 722 horse race workers were either licensed for the first time or had their licences renewed.

Refer to Appendix B, Table 5, British Columbia Horse Racing Summary

In 2019, GPEB's stewards and judges issued a total of 147 rulings: 61 were for thoroughbred racing infractions (issued by stewards), and 86 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 B, Table 6, Horse Racing Rulings

In 2019, GPEB had 16 registered teletheatre sites in B.C. that presented simulcast satellite broadcasts of horse races conducted at local, national and international tracks.

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 and Horse Racing Teletheatre B.C. (4.5 per cent on triactor⁹ bets 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 2019/20, the province collected \$4.3 million in betting fees, retained \$1.9 million to offset the cost of regulating the industry and returned \$2.4 million to the industry.

Refer to Appendix B, Table 7, Horse Racing Wagering

⁹ A triactor bet, the bettor picks three horses to finish first, second and third, in exact order.

ENHANCED ENFORCEMENT

GPEB has expanded its enforcement profile by deploying investigators into five high-volume lower mainland casinos and collaborating with law enforcement partners in their intelligence gathering efforts. GPEB's goal is to provide a real time, proactive response to matters that threaten the integrity of gambling, including money laundering, and to be an effective regulatory partner to law enforcement.

INVESTIGATIONS

Enforcement Division investigators work with the police to investigate various illegal gambling activities, including: unauthorized lottery schemes, illegal gambling houses and criminal offences occurring within casinos, such as loan sharking and money laundering. Under the *Gaming Control Act*, GPEB has the authority to recommend charges for prosecution, issue tickets and warnings and/or recommend administrative sanctions.

Investigators also provide in-depth gambling expertise to law enforcement agencies throughout the province and deliver outreach presentations outlining the GPEB mandate. In response to Dr. German's "Dirty Money" report, investigators have become more effective partners to law enforcement by providing a real-time proactive response to criminal incidents and threats of money laundering within the industry. To achieve this goal, the Lower Mainland Region has hired 12 new investigators and deployed them into high-volume casinos to deliver a coordinated response to all instances of criminality that may occur in the casinos.

The Enforcement Division operates under a risk-based regulatory enforcement model guided through defined objectives, emphasizing social responsibility, public safety and voluntary regulatory compliance. The division works collaboratively with BCLC, gaming services providers and law enforcement agencies and focuses on matters which help to safeguard the industry and address vulnerabilities.

In 2019/2020, investigations were conducted into occurrences of cheating at play, unlicensed gambling, chip passing, theft, breach of the terms and conditions of registration and suspicious financial transactions.

Refer to Appendix B, Table 8, Investigations and Enforcement Actions of Incidents Reported

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 commission of an offence contrary to the *Criminal Code* of Canada, or the commission of an offence under the *Gaming Control Act*.

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 - British Columbia (CFSEU-BC), announced the joining of forces to form a coordinated investigation unit designed to crack down on illegal gambling and money laundering taking place in B.C. The team is located within CFSEU-BC, the largest integrated joint forces police unit in Canada.

The primary focus of JIGIT is to disrupt organized crime and gang involvement in illegal gambling and to prevent criminals from using B.C. gambling facilities to launder the proceeds of crime. Four GPEB investigators along with a manager, continue to provide in-depth gambling expertise to JIGIT and other law enforcement agencies throughout the province.

GPEB investigators embedded within JIGIT continue to contribute to ongoing, high-level investigations that are reported through the protocols established upon forming JIGIT.

GAMING INTELLIGENCE UNIT

The Gaming Intelligence Unit (GIU) is comprised of RCMP and GPEB personnel. The mandate of the GIU is to provide a quality, dedicated, integrated and coordinated multi-jurisdictional Intelligence approach to illegal activity within the gambling sector in B.C., with an emphasis on transnational organized crime networks and money laundering. The mandate is designed to maintain the integrity of gambling in B.C. by enhancing all levels of enforcement, disruption, deterrence and prevention by specifically targeting high-threat criminal entities. This direction is based on the presumption that without sustained situational awareness of the threats to the integrity of gambling, organized crime networks will continue to exploit gambling in the province.

SUPPORTING CITIZENS AND COMMUNITIES

GPEB supports communities in B.C. by delivering problem gambling prevention and treatment support services, administering Host Local Government payments, distributing Destination Assistance Compensation and licensing gambling events for community fundraising groups.

B.C. RESPONSIBLE GAMBLING STRATEGY

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

The strategy's goals are to:

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

Refer to Appendix B, Table 9, British Columbia Responsible and Problem Gambling Program



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 all licensee and service provider gambling events are subject to audit by GPEB to ensure compliance with responsible gambling 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.

2019/20 Responsible and Problem Gambling Program Activities Summary	
Counselling Services and Early Intervention Services	2,229 clients served
Day Treatment participants	180 clients served
Prevention and Community Engagement Services	3,028 presentations
Indigenous Services	14 Narrative Therapy Workshops

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 B, Table 10, Host Local Government Revenues by Gambling Facility

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.

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 governance structure and open membership and operate according to sound financial practices. GPEB also conducts audits of licensees to ensure they follow rules designed to protect the public and the integrity of gambling in the province, and that proceeds are used to support the eligible programs stated in the licence.

In response to the COVID-19 pandemic and in an effort to ensure support for charitable organizations and the citizens of B.C., the General Manager of GPEB approved the following rule amendments in March 2020:

- Enabled the ability for charitable organizations to extend ticket raffle sales and end dates;
- Provided the ability for charitable organizations to extend Gaming Account Summary Report (GASR) and Gaming Event Revenue Report (GERR) reporting deadlines; and
- Allowed use of proceeds to be used for COVID-19 response.

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.

Refer to Appendix B, Table 11, Licensed Gambling



CHARITABLE LICENCES

In 2019/20, GPEB issued 10,752 licences to eligible organizations to conduct gambling events.

In total, community organizations raised \$57.5 million to support their projects and services.

CLASS A

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

CLASS B

Issued to eligible charitable and religious organizations for gambling events expected to generate gross revenue not exceeding \$20,000.

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.

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.

Eligibility is based, in part, on funds being used to benefit the broader community or provided to a third party for a charitable purpose.

Refer to Appendix B, Table 11, Licensed Gambling

GAMBLING POLICY, REGULATIONS AND STANDARDS

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 BCLC, the 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.

GAMING REVENUE SHARING WITH B.C. FIRST NATIONS

In fall 2019, SPPD worked with the Ministry of Indigenous Relations and Reconciliation to make amendments to the *Gaming Control Act* which creates an entitlement of the BC First Nations Gaming Revenue Sharing Limited Partnership to 7 per cent of actual net income of the BC Lottery for 23 years. The amendments, which received royal assent on October 31, 2019, provide a stable, long-term revenue source for First Nations communities and ensure legislative protection of the Partnership's entitlement to gaming revenue. The amendments allowed government to begin finalizing a long-term agreement to share annual BCLC net income revenues (estimated at \$100 million in 2019/20) with eligible First Nations. The agreement is expected to result in approximately \$3 billion in revenues shared by 2045. To date, 194 of 198 eligible First Nations have completed or applied to join the Partnership.

GAMING CONTROL ACT REFORM

Throughout 2019/20, SPPD continued to lead policy work on implementation of recommendations from Dr. Peter German's report on money laundering in lower mainland casinos ("Dirty Money" Part 1 report). Implementation of several of Dr. German's most significant recommendations will be addressed through proposed legislative reform of the *Gaming Control Act*.

On December 11, 2019 government announced it will transition GPEB to the Independent Gambling Control Office (IGCO). The IGCO is intended to have greater independence to set and enforce regulatory gambling policy and focus exclusively on regulatory policy matters related to gambling, horse racing and responsible gambling programs.

This change will address concerns raised in Dr. German's report, which highlighted that decisions about regulatory gambling policy should be made separately from decisions about revenue generation. Currently, GPEB sets and enforces regulatory gambling policy, while also providing policy advice to government on BCLC business matters. In his report, Dr. German warned the dual responsibility may create conflicts of interest and impede anti-money laundering measures.

Following government's announcement of the IGCO, GPEB's policy and communications team has been working to develop a logo and website for the new organization. Work is also underway on a staffing plan and other operational planning required to ensure the organization is well-prepared to take on its enhanced role when the proposed legislation is in place.

Based on Dr. German's recommendations, SPPD is leading reform of the *Gaming Control Act* to establish the IGCO, create a standards-based regulatory model, clarify the roles and responsibilities between the regulator and BCLC, include anti-money laundering as a role of the IGCO, and modernize the Act to ensure that it meets the needs of the current and evolving industry.

As part of the *Gaming Control Act* reform, SPPD held targeted consultations in 2019/20 with GPEB divisions, BCLC, gaming services providers, suppliers, workers, charitable licensees, and the horse racing sector among others. The consultations provided an overview of the proposed legislative changes and invited stakeholders to share feedback, most notably on the role of the gambling regulator, standards topics, anti-money laundering measures, and overall modernization.

GERMAN REPORT IMPLEMENTATION

In addition to legislative policy, SPPD also worked with the Ministry of Attorney General's Anti-Money Laundering Secretariat (AMLS) to continue implementation of other German recommendations including those related to reporting of suspicious transactions to the Financial Transactions and Reporting Analysis Centre of Canada (FINTRAC).

CANADIAN ASSOCIATION OF GAMING REGULATORY AGENCIES (CAGRA) CONFERENCE

This year SPPD led the organization of the 2019 CAGRA Conference, hosted by B.C. from September 16–18, 2019 in Victoria. This annual conference brings together provincial gambling regulators from across Canada and provides a forum for mutual exchange of information to promote integrity in the Canadian gambling industry. There was representation from all provinces (except PEI), the Yukon, and the federal Department of Justice. The conference, featured guest speakers covering a range of regulatory topics impacting both the commercial and charitable gambling sectors.

Although approaches to gambling regulation vary across the country, regulators share the same issues, and opportunities to share ideas and jointly problem solve issues is of great value.

COMMISSION OF INQUIRY INTO MONEY LAUNDERING IN B.C.

On May 15, 2019, Premier John Horgan announced the establishment of the Commission of Inquiry into Money Laundering in British Columbia to undertake a comprehensive review of the nature and scope of money laundering in the province and the conditions that permitted it to expand and evolve.

The Commission of Inquiry into Money Laundering in British Columbia, like all commissions appointed under the *Public Inquiry Act*, is independent of government.

The public inquiry will conduct hearings and make findings of fact respecting money laundering in B.C. and will have the responsibility to make recommendations to help prevent money laundering.

Working with the Legal Services Branch, GPEB has been managing the retrieval of branch records for the inquiry, providing information and assisting with additional arrangements requested by the Commission.

OPERATIONS SUPPORT

The Operations Division is responsible for providing financial, information technology, risk management and records management services for GPEB. This division is also responsible for freedom of information requests for the branch, assisting the branch in maintaining integrity through transparency.

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, providing 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 B, Table 12 GPEB Budget and Expenditures

INFORMATION TECHNOLOGY SUPPORT

The Information Technology (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 licenses and supplies certification. GOS is the primary tool used in the administration of approximately \$234 million in payments under the Host Local Government program and the Community Gaming Grants program.

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.

APPENDIX A: GAMBLING PERMITTED IN BRITISH COLUMBIA

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								✓	✓
Limited Casino Events								✓	

APPENDIX B: INFORMATION TABLES

Table 1: Corporate, Lottery Retail Registration and Personnel Registration

Table 2: Registration Decisions

Table 3: Gambling Supplies Certification

Table 4: Gambling Audits by Category

Table 5: British Columbia Horse Racing Summary

Table 6: Horse Racing Rulings

Table 7: Horse Racing Wagering

Table 8: Investigations and Enforcement Actions of Incidents Reported

Table 9: British Columbia Responsible and Problem Gambling Program

Table 10: Host Local Government Revenues by Gambling Facility

Table 11: Licensed Gambling

Table 12: GPEB Budget and Expenditures

TABLE 1: CORPORATE, LOTTERY RETAIL REGISTRATION AND PERSONAL REGISTRATION

	2019/20		2018/19		2017/18	
	New	Renewal	New	Renewal	New	Renewal
Corporate Registrations¹⁰						
Gambling Services Providers	7	7	9	11	8	19
Gambling Equipment Suppliers	8	8	4	7	3	10
Ancillary Service Contractors	2	4	6	7	3	7
Senior Officials and Senior Employees	108	88	130	103	102	153
Totals	125	107	149	128	116	189
Lottery Retail Registration and Personnel Registrations¹¹						
Gambling Workers ¹²	4,108	2,228	4,878	1,797	4,718	1,919
Lottery Retail Managers ¹³	263	622	246	475	227	691
Horse Racing Workers	233	489	207	483	244	435
Totals	4,604	3,339	5,331	2,755	5,189	3,045

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

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

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

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

TABLE 2: REGISTRATION DECISIONS¹⁴

Registration Type	2019/2020			2018/2019			2017/18		
	Denied	Cancelled	Ceased ¹⁵	Denied	Cancelled	Ceased	Denied	Cancelled	Ceased
Gambling Workers	23	12	3,638	29	24	3,751	38	40	3,155
Horse Racing Workers	2	1	0	5	2	0	2	1	0
GPEB and BCLC Personnel	1	0	175	3	0	250	0	0	254
Lottery Retail Managers ¹⁶	0	0	255	0	1	359	2	3	282
Total	26	13	4,068	37	27	4,360	42	44	3,691

14 This table only includes personnel registration because corporate registration did not have any denials/revocations during this three-year period.

15 Ceased indicates a registrant who is no longer employed as gaming worker.

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

TABLE 3: GAMBLING SUPPLIES CERTIFICATION

Certification Type	2019/2020		2018/19		2017/18	
	Certification	Revocation	Certification	Revocation	Certification	Revocation
Lottery Tickets: Scratch & Win, Pull Tab	71	3	91	0	67	0
Online (Playnow.com) ¹⁷	181	31	236	79	254	2
Electronic Gambling Devices & Other Supplies	426	20	437	12	500	12
Table Games	3	0	21	0	4	0
Licensed/Charitable (50/50)	85	0	8	0	4	0
Other (Lottery systems, Lotto Express, Bingo, etc.)	0	0	40	0	8	1
Total	766	54	833	91	837	15

17 Increase in revocations in 2018/19 due to removal of dated software.

TABLE 4: GAMBLING AUDITS BY CATEGORY

	2019/20	2018/19	2017/18
Number of Gambling Audits and Files by Category			
Casinos, CGCs, Bingo Halls, and Race Tracks	13	13	17
BCLC's Conduct of Commercial & Lottery Gambling	11	13	10
Financial Integrity Analysis of Corporate Registrants	23	25	53
Gaming Grants	110	102	108
Licences	79	74	61
Total	236	227	249

TABLE 5: BRITISH COLUMBIA HORSE RACING SUMMARY

	2019	2018	2017	2019	2018	2017	2019	2018	2017
	Race Days ¹⁸			Live Races			Horses Ran		
Thoroughbred									
Hastings Racecourse (Vancouver)	51	51	51	390	373	390	2,871	2,729	2,902
Standardbred									
Fraser Downs Racetrack (Surrey)	62 ¹⁹	60 ²⁰	58 ²¹	694	678	652	5,109	5,424	5,063

18 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.

19 In 2019, 65 race dates were approved: 62 were raced; 6 were cancelled due to unsafe track conditions due to weather; and 3 additional days were added, 1 in March and 2 in April.

20 In 2018, 62 race dates were approved: 60 were raced, 4 were cancelled due to unsafe track conditions due to weather, and 2 additional days were added in April.

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

TABLE 6: HORSE RACING RULINGS²²

	2019	2018	2017
Standardbred			
Whipping Violations	20	7	6
Racing or driving infractions committed during a race	38	50	41
Drug or Alcohol infractions involving either horses or registered horse racing workers	17	7	10
Inappropriate behaviour in the backstretch area of a racetrack	5	15	17
Licensing or registration violations	0	1	2
Horses that bled during a race	0	1	0
Restoration of a horse or a horse racing worker of good standing ²³	4	2	2
Other categories ²⁴	2	4	5
Total Standardbred Rulings	86	87	83
Thoroughbred			
Racing or riding infractions committed during a race	17	11	9
Drug or alcohol infractions involving either horses or registered horse racing workers	10	4	4
Entering an ineligible horse	2	1	2
Inappropriate behaviour in the backstretch area of a racetrack	10	14	3
Licensing or registration violations	7	1	0
Horses that bled during a race	5	4	1
Restoration of a horse or a horse racing worker of good standing	3	0	0
Other categories	7	2	2
Total Thoroughbred Rulings	61	37	21

22 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.

23 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.

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

TABLE 7: HORSE RACING WAGERING²⁵

	2019	2018	2017
	\$000's		
Hastings Park (HP)			
HP Live Races	5,133	5,213	6,154
HP Simulcast Wagers	23,271	26,352	29,875
Total HP	28,404	31,565	36,029
Fraser Downs (FD)			
FD Live Races	1,037	1,188	1,242
FD Simulcast Wagers	7,080	8,343	8,646
Total FD	8,117	9,531	9,888
Teletheatre BC			
Hastings Park Races	510	557	795
Fraser Downs Races	305	467	563
Wagers on Other Racetracks	31,154	33,624	38,659
Total Teletheatre BC	31,969	34,648	40,017
HorsePlayer Interactive (HPI) BC			
Hastings Park Races	1,899	1,720	1,700
Fraser Downs Races	856	908	766
Wagers on Other Racetracks	68,547	66,104	59,313
Total HPI BC	71,302	68,732	61,779

25 Table was reformatted in the 2018/19 Gaming Policy and Enforcement Branch Annual Report from previous years to reflect the distribution of wagering across the various strategic business units in racing in BC. In previous years, telephone and on-line wagers placed by BC residents through HPI BC were rolled into the Hastings Park and Fraser Downs wagering numbers.

TABLE 8: INVESTIGATIONS AND ENFORCEMENT ACTIONS OF INCIDENTS REPORTED

	2019/20	2018/19	2017/18	2019/20	2018/19	2017/18	2019/20	2018/19	2017/18
Type ²⁶	Incidents Reported			Investigated/Actioned			Enforcement Action		
<i>Gaming Control Act Offences</i>	5,229	349	277	329	226	179	161	165	126
<i>Criminal Code Offences</i> ²⁷	5,329			2,541			169		
<i>Criminal Code Non-Gambling Related</i>		1,149	672		985	593		80	61
<i>Criminal Code Gambling Related</i>		280	288		272	271		54	65
Other	316	335	157	246	262	115	7	24	8
Total	10,904 ²⁸	2,113	1,394	3,116	1,745	1,158	337	323	260

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.

26 Lower Mainland No Action Files and Prohibited Persons Reports are now reported in their appropriate "*Gaming Control Act Offences*" or "*Criminal Code Offences*" type.

27 In 2019/20 "*Criminal Code Offences*" now include "*Criminal Code Gambling*" and "*Criminal Code Non-Gambling Related*" Offences (suspicious cash transactions chip passing and others).

28 The General Manager issued a directive to BCLC and Gambling Service Providers effective September 3, 2019 to bring reporting expectations in line with GPEB's enhanced enforcement responsibilities. File management practices have also been adjusted to ensure all incidents that fall within the Enforcement Division's mandate are recorded. In 2019/20 matters that were previously bulk filed such as chip passing or provincial prohibition violations are now reported as individual incidents and therefore the number of incidents has risen this year. This was done in part to refine the risk assessment process during intake of complaints to focus efforts on investigating incidents that pose the highest risk.

TABLE 9: BRITISH COLUMBIA RESPONSIBLE AND PROBLEM GAMBLING PROGRAM

	2019/20	2018/19	2017/18
Program Outputs			
Number of prevention presentations	3,028	2,524	2,387
Calls made to Help Line (specific to problem gambling) ²⁹	1,754 ³⁰	3,393	3,421
Referrals to Responsible and Problem Gambling Program ³¹	1,422	1,415	1,326
Clients served (clinical and early intervention combined)	2,229	1,997	1,612
Discovery Day Treatment Program participants	180	148	163
Narrative Workshops	14	11	3
Number of Contracted Service Providers			
Clinical Counsellors	22	27	26
Prevention Service Providers	17	15	20
Provincial Coordinators ³²	0	3	3
Indigenous Providers ³³	12	9	4
Gam Info Rep ³⁴	11	15	2
Training Team	4	6	0

29 BC 211 is the vendor that supplies the Gam Info Help Line, and they provide these metrics.

30 Low incoming call numbers are due to serious technical and operational issues with the support line vendor (Morneau Shepell). The RPGP ended their relationship with Morneau Shepell in November 2019 before issuing a contract to BC 211 for the balance of the year. Statistics for December 2019, during the period of transition, are not available.

31 Not all calls to the Gam Info Help Line result in a referral to RPGP.

32 Three provincial coordinators are no longer contracted providers and are now GPEB Directors.

33 Indigenous providers deliver workshops, information and counselling services free of charge as well as leading resource development and community engagement initiatives. GPEB started collecting this information in 2014/15. Not all of these providers identify as Indigenous, but rather all specialize in providing services in Indigenous contexts.

34 Gam Info Rep was implemented in 2018, after the move of GameSense Advisors to BCLC.

TABLE 10: HOST LOCAL GOVERNMENT REVENUES BY GAMBLING FACILITY

Name of Casino/CGC	Location	2019/20	2018/19
Chances Abbotsford CGC	Abbotsford	\$1,342,626	\$1,312,507
Grand Villa Casino	Burnaby	\$11,276,462	\$12,265,181
Chances Campbell River CGC	Campbell River	\$869,878	\$904,535
Chances Castlegar CGC	Castlegar	\$509,800	\$575,441
Chances Chilliwack CGC	Chilliwack	\$2,075,768	\$2,112,216
Hard Rock Casino	Coquitlam	\$7,340,725	\$6,864,111
Chances Courtney CGC	Courtenay	\$1,084,207	\$1,088,562
Chances Cowichan CGC	Duncan	\$847,326	\$836,371
Casino of the Rockies	Cranbrook (Ktunaxa First Nation)	\$1,947,194	\$1,449,225
Chances Dawson Creek CGC	Dawson Creek	\$515,516	\$668,439
Chances Fort St. John CGC	Fort St. John	\$846,956	\$889,625
Lake City Casino Kamloops	Kamloops	\$1,672,584	\$1,231,547
Chances Kamloops CGC	Kamloops	\$987,598	\$1,281,809
Lake City Casino Kelowna	Kelowna	\$1,463,284	\$1,116,232
Chances Kelowna CGC	Kelowna	\$2,546,367	\$2,906,935
Cascades Casino	Langley	\$7,331,204	\$7,500,059
Chances Maple Ridge CGC	Maple Ridge	\$1,607,631	\$1,760,452
Chances Mission CGC	Mission	\$619,442	\$672,549
Casino of Nanaimo	Nanaimo	\$2,582,455	\$2,835,710
Starlight Casino	New Westminster	\$6,045,370	\$6,544,656
Lake City Casino Penticton	Penticton	\$1,764,945	\$1,480,038
Chances Rim Rock CGC	Port Alberni	\$442,363	\$453,972
Treasure Cove Casino	Prince George	\$2,575,080	\$2,599,161
Chances Prince Rupert CGC	Prince Rupert	\$536,661	\$526,418
Billy Barker Casino	Quesnel	\$471,591	\$496,413
River Rock Casino Resort	Richmond	\$14,146,735	\$16,196,321
Chances Salmon Arm	Salmon Arm	\$560,408	\$634,415
Chances Squamish CGC	Squamish	\$249,803	\$251,382
Elements Casino	Surrey	\$3,797,186	\$4,194,795
Chances Terrace CGC	Terrace	\$727,213	\$708,667
Parq/Edgewater Casino	Vancouver	\$7,142,425	\$8,222,961
Hastings Racecourse Casino	Vancouver	\$947,649	\$1,079,245
Lake City Casino Vernon	Vernon	\$1,785,607	\$1,442,756
View Royal Casino	View Royal	\$4,312,903	\$4,605,361
Chances Signal Point CGC	Williams Lake	\$575,571	\$607,225
Total Local Government Share		\$93,548,533	\$98,459,879

TABLE 11: LICENSED GAMBLING³⁵

Licensed Class	Licensed Type	2019/20		2018/19 \$000's		2017/18	
		Number	Net Revenue	Number	Net Revenue	Number	Net Revenue
Class A	Major Raffle	61	\$3,192	45	\$2,013	42	\$1,951
	Minor Raffle	272	\$5,333	264	\$5,219	246	\$4,763
	Registered Raffle	45	\$26,274	38	\$24,098	34	\$21,002
	Independent Bingos	86	\$5,359	89	\$2,942	89	\$1,682
Subtotal of Class A		464	\$40,158	436	\$34,272	411	\$29,398
Class B	Raffles	3,904	\$9,134	3,738	\$10,781	3,678	\$10,510
	Independent Bingos	87	\$459	90	\$240	80	\$208
	Wheels of Fortune	9	\$11	9	\$11	12	\$23
	Social Occasion Casino	19	\$35	22	\$43	18	\$38
	Poker	78	\$258	73	\$157	70	\$112
Subtotal of Class B		4,097	\$9,897	3,932	\$11,232	3,858	\$10,891
Class C	Raffles	15	\$5,089	15	\$2,271	16	\$2,606
	Wheels of Fortune	2	\$253	2	\$237	2	\$5
Subtotal of Class C		17	\$5,342	17	\$2,508	18	\$2,611
Class D	Raffles	5,997	\$1,998	5,958	\$3,731	5,891	\$3,772
	Independent Bingos	177	\$140	147	\$109	156	\$133
Subtotal of Class D		6,174	\$2,138	6,105	\$3,840	6,047	\$3,905
Total – All Classes		10,752	\$57,535	10,490	\$51,852	10,334	\$46,805

35 Net revenue figures are estimated and based on Gaming Event Revenue Reports as of April 4, 2019 which are submitted by licensees as part of the 90-day post-licensed gambling event reporting requirements.

TABLE 12: GPEB BUDGET AND EXPENDITURES

	FY19/20	FY18/19	FY17/18
Branch Budget			
Core Operations	\$13,419,000	\$13,221,000	\$13,134,000
Responsible Gambling Program	\$6,016,000	\$6,014,000	\$6,014,000
Total Branch Budget	\$19,435,000	\$19,235,000	\$19,145,000
Branch Expenditures			
Salaries and Benefits Cost	\$13,943,919	\$12,172,509	\$11,250,569
Operating and Business Expenses (Including Legal and Professional Services)	\$1,973,472	\$1,845,736	\$2,112,088
Subtotal	\$15,917,391	\$14,018,245	\$13,362,657
Responsible and Problem Gambling Program			
Salaries and Benefits Cost	\$662,442	\$584,450	\$383,310
Operating and Business Expenses (Including Legal and Professional Services)	\$611,069	\$752,019	\$507,652
Contracts	\$4,284,021	\$4,192,488	\$4,698,302
Subtotal	\$5,557,533	\$5,528,957	\$5,589,264
Total Branch Expenditures	\$21,474,924	\$19,547,202	\$18,951,921
Surplus (Deficit)	\$(2,030,924)	\$(312,202)	\$193,079

