

## **GPE Comments on BCLC's Sixth Status Report on Implementation of Recommendations from B.C.'s Ombudsman (January 2009)**

### **Introduction**

In January, 2009, the BC Lottery Corporation (BCLC) issued its sixth quarterly report outlining the status of its response to recommendations made by B.C.'s Ombudsman and Gaming Policy and Enforcement (GPE) concerning B.C.'s lottery systems. This document provides GPE's comments on that report.

### **Observations**

Since BCLC's last report in October 2008, it has continued to make progress on implementing recommendations made by the Ombudsman. In particular, since October 2008 BCLC has begun to install self-service lottery terminals in hospitality network locations so that players can purchase and validate Keno, Pacific Hold'em Poker and SportsFunder 50/50 tickets.

GPE will continue to monitor BCLC's work regarding all of the recommendations made by the Ombudsman and, where necessary and appropriate, will make recommendations to enhance the integrity of lottery gaming in the province.

In GPE's October 2008 report on BCLC's response to lottery recommendations, GPE indicated that BCLC's retailer training program was not fully implemented and, as such, it was not possible to fully evaluate its effectiveness. GPE has committed to auditing BCLC's training program prior to the end of March 2009. This audit will review the comprehensiveness of BCLC's training program for prize payout staff as well as review BCLC's implementation of three additional recommendations made by GPE in the July 2008 report:

- Ensure minutes are taken for all prize payout staff meetings;
- Ensure newly developed training document for BCLC new staff is utilized; and
- Ensure revised prize payout policies and procedures are finalized and implemented as soon as possible.

GPE will continue to monitor and report on BCLC's outstanding obligations related to recommendations made by B.C.'s Ombudsman. These include:

- Implementing enhancements and additions to its fraud detection system; and
- Completing its work to ensure that all tickets, including Scratch & Win tickets, are readable by Check-A-Ticket machines.

In its October 2007 report on B.C.'s lottery retailer network, Deloitte & Touche cautioned against the implementation of the Ombudsman's recommendations to: scan all scratch and win tickets at the time of sale; and, implement mandatory retailer swipe cards. GPE is a part of the process determining an appropriate course of action. Once a determination has been made, GPE will monitor and report on any initiatives implemented by BCLC.

In her report, the Ombudsman identified concerns with Pull Tab game design such that retailers are not obligated to make public when, or if, a major prize has been won from a Pull Tab box. While she did not make a recommendation on the matter, she did suggest that BCLC consider ensuring that all players have access to the same information that the retailer has about when major prizes have been paid out. GPE will continue to monitor BCLC's response to this suggestion.