EVALUATING VLT RESPONSIBLE GAMING FEATURES AND INTERVENTIONS IN ALBERTA

PHASE I – FINAL REPORT

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Alberta Gaming and Liquor
Commission

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1. STUDY PURPOSE AND OBJECTIVES

The purpose of this research project is to conduct an evaluation of the effectiveness of interventions aimed at helping adult Albertans who are experiencing gambling problems related to their play on video lottery terminals (VLTs) that are located in bars and lounges throughout the province. The Alberta Liquor and Gaming Commission (AGLC) has implemented these interventions, which include (a) features installed on the VLTs themselves (e.g., money counter, time clock, pop-up time reminders, 1-800 helpline number); (b) signage aids in bars and lounges (e.g., problem gambling posters and pamphlets); and, (c) employee problem gambling awareness training to enable staff to assist problem gamblers.

This evaluation is being conducted in two phases over a three year time period, from May 2003 to June 2006. Phase I involved conducting a field-based quasi-experimental study from May 2003 to January 2004, and this report presents the findings from this first phase. In Phase II, the performance of VLT-based interventions will be monitored over a period of time from April 2004 to March 2006.

The specific evaluation objectives for both phases of this study include the following:

1. To evaluate the effectiveness of responsible gaming features (RGFs) that have been installed on VLTs to mitigate problem gambling.

2. To evaluate the effectiveness of other venue-based interventions designed by AGLC, AADAC, bar/lounge owners, community agencies, or other interest groups to mitigate problem gambling within the VLT player population.

3. To monitor problem gambling prevalence rates in selected VLT bars and lounges in Alberta communities.

4. To advise the AGLC on modifications to RGFs and other interventions aimed at mitigating VLT-related problem gambling, and to evaluate the effectiveness of such modifications once they are implemented.

This report presents the findings and conclusions from the Phase I field interviews, conducted during the period May to January 2004 with 302 VLT players. As the research continues in Phase II (2004-2006), similar reports will be written to present more findings as these emerge.

2. RESEARCH DESIGN AND METHODOLOGY

2.1 Research Design

An evaluation research design is being used to achieve the above objectives. As a mode of observation, evaluation research refers to a research purpose rather than a specific research method (Babbie, 1989, p.326). Many methods—surveys, experiments, field observations, and other approaches—can be used in evaluation research. Whichever methods are ultimately employed, the main focus of evaluation research is on measuring outcomes. Thus, the key evaluation question is, "What desired outcomes are expected from these VLT-related interventions?" This key question underscores the need to very carefully specify the desired outcomes that are expected to result from the VLT-related problem gambling interventions. Moreover, these outcomes must be measurable, so that the effectiveness of VLT-related interventions may be assessed.

This project relies on both formative (ongoing) and summative evaluation research approaches to determine whether the VLT-related interventions achieve the desired outcomes. The formative, or ongoing evaluation (Phase II), will allow for the monitoring of intervention effects on a continuous basis over time; whereas, the summative evaluation (Phase I and at the end of Phase II) will render a more categorical finding that desired outcomes have, or have not, been achieved at a particular point in time. To accomplish both types of evaluation, it is crucial to identify (a) the general desired outcomes (e.g., problem gamblers will abstain from playing VLTs), and (b) the specific outcomes that may result from particular elements in the intervention (e.g., patrons will notice the dollar counter and amount they've spent, and choose to quit VLT play).

The central evaluation design tasks in this research project include: (a) identifying specific VLT-related problem gambling interventions (e.g., responsible gaming features on the VLTs; bar and lounge signage; staff awareness training); (b) identifying the general and specific outcomes these interventions are expected to achieve; and (c) identifying measurable indicators of these outcomes, including a strategy for measurement.

Within this evaluation framework, a quasi-experimental research design was utilized in Phase I of the study. Over a six-month timeframe, interview responses from players who had tried the VLTs with the new responsible gaming features (test group) were compared with responses from players in venues where VLTs did not have these RGFs. (control group). By comparing the test and control groups, it was possible to determine the extent to which RGFs, once presented to players, influenced their decision to limit or terminate their play.

2.2 Methodology

Phase I of this evaluation involved conducting a quasi-experiment to compare the awareness, knowledge, attitudes and behaviour of players exposed to the new VLT responsible gaming features (RGFs) (test group) with players who continued to play the older VLTs that did not have the new RGFs installed (control group). This phase was conducted over an 8-month

period, from May 2003 to January 2004. Figure 1 presents the structure of the research design and the timing of in-person and telephone interviews with the test and control groups:

FIGURE 1
Research Design
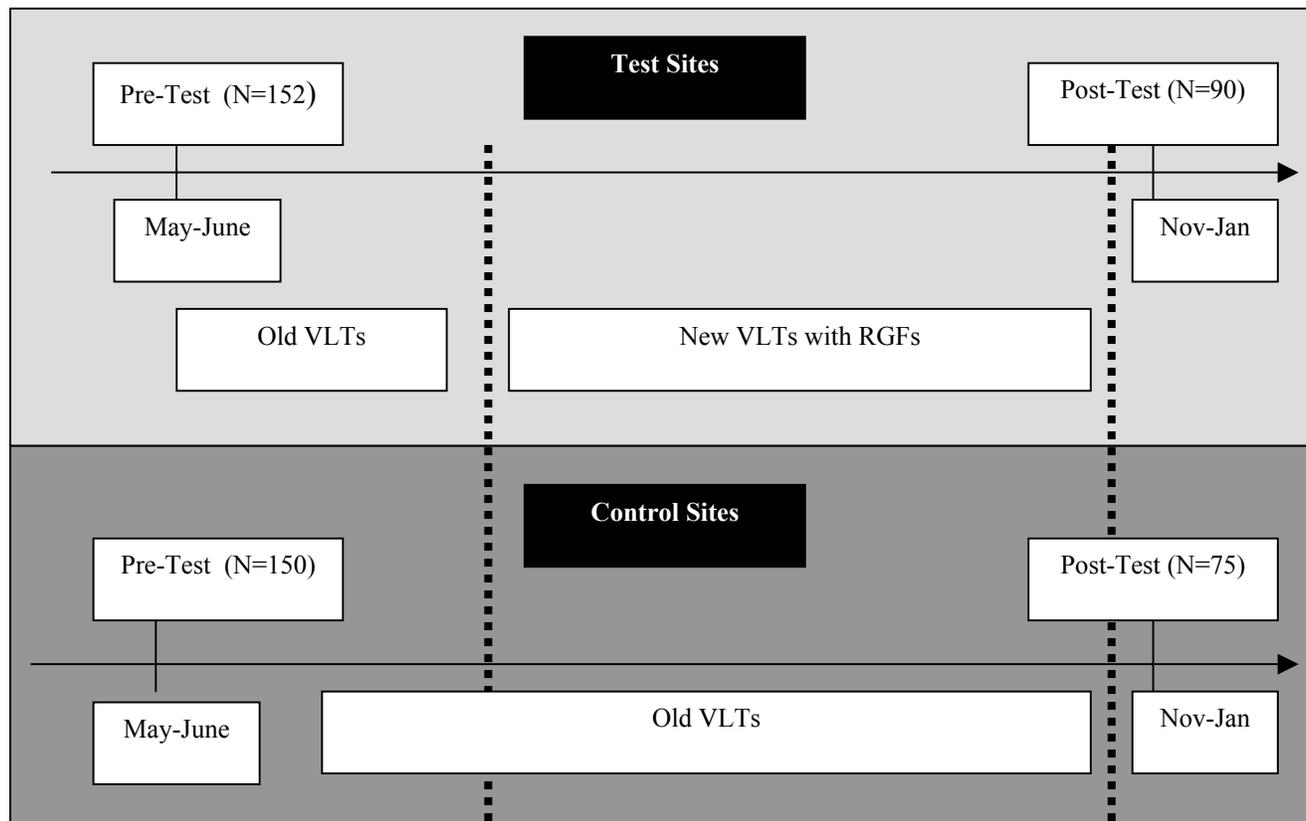
Sampling and participants. In early 2003, AGLC made a decision to replace the existing video lottery terminals in bars and lounges throughout the province with new machines. As well as presenting new games to players, these new VLTs would also include "responsible gaming features" (RGFs) designed to help patrons control their play (i.e., money counter, time clock, pop-up time reminders, and scrolling 1-800 banner ads). Prior to the rollout of the new VLTs, AGLC selected 47 "test sites," (bars/lounges) wherein the new machines would be installed and monitored. Simultaneously, AGLC identified 50 "control sites," which were bars/lounges that would not receive the new VLTs over the study period, but were monitored nonetheless. The purpose for selecting test and control sites was to compare the entertainment appeal and revenue-generating capacity of the new VLTs (with RGFs) with the older machines (a listing of test and control sites is contained in Appendix 1). AGLC endeavored to match the communities on the basis of population size and demographics; type of bar/lounge and number of VLTs located therein; and geographic location (i.e., test and control sites were located in both urban/rural and northern/southern Alberta communities).

These same venues also served as the test and control groups in Phase I of this evaluation study. The rationale for using these communities in this evaluation experimental phase included: (a) the AGLC-selected test retailers were the first bars/lounges in Alberta to receive the new machines, thus allowing for pre-post testing of VLT players at these sites; (b) the bar/lounge owners were aware of AGLC's test research and, consequently, they were perceived to be more amenable to allowing on-site patron intercept interviews for evaluation research purposes; (c) any technological problems with the new VLTs/RGFs would be immediately addressed by AGLC at the test sites; and (d) the entertainment/revenue data gathered by AGLC could be analysed along with the evaluation data to provide a more detailed picture of VLT gambling and problem gambling at test vs. control sites.

The sample size for the Phase I experiment was 302 patrons, with 152 coming from the test retail sites and 150 from the control retail sites. As Figure 1 shows, each of these patrons was interviewed on-site during the pre-test (May-June), before they had exposure to the new VLTs with responsible gaming features installed. The Population Research Laboratory at the University of Alberta conducted post-test (follow-up) telephone interviews with 90 test site and 75 control site VLT players. This represents a 55% response rate for the follow-up interviews during the post-test period. In the final statistical analysis, some test and control site respondents had to be reassigned to the other group, as they came in contact with the new VLTs with responsible gaming features during the pre-post 8-month timeframe. This is explained further in the methods section.

During the pre-test on-site interviews, VLT players were selected on the basis that they agreed to be interviewed again by telephone in six months time. Interviewers attempted to randomize the selection of the VLT players they approached in the bar/lounge (e.g., select players on odd vs. even machines in the VLT bank), and they also attempted to include a cross-section of interviewees by gender, age and visible minority status. To encourage their participation, VLT patrons were offered a $10 gift certificate from Tim Horton's, and were informed that if they participated in the follow-up interview in six months, their name would be entered into a draw for a television set. Interviewers reported that, on average, they asked two or three VLT players for every one who agreed to be interviewed for the study.

Table 1 shows the characteristics of the original sample of 302 VLT players recruited from test and control sites. The two samples were similar in terms of their demographic, education, employment status, income, and occupation. We can feel confident that the two samples are in fact quite similar.

TABLE 1
Sample Demographics and Characteristics

Characteristic	Test Sample (n=152)		Control Sample (n=150)		Total Sample (n=302)	
	Count	%	Count	%	Count	%
Gender						
Male	95	63%	90	60%	185	61%
Female	57	38%	60	40%	117	39%
Age						
18-21	5	3%	7	5%	12	4%
22-29	20	14%	11	8%	31	10%
30-39	29	20%	36	25%	65	22%
40-49	53	37%	47	32%	100	33%
50-59	26	18%	28	19%	54	18%
60-69	9	6%	13	9%	22	7%
70+	3	2%	3	2%	6	2%
Marital Status						
Single, never married	34	23%	21	14%	55	18%
Married	63	42%	64	43%	127	42%
Common-law	22	15%	31	21%	53	18%
Divorced/separated	26	17%	29	20%	55	18%
Widowed	4	3%	4	3%	8	3%
Household						
Live alone	21	14%	20	13%	41	14%
Two people	56	37%	65	43%	121	40%
Three people	36	24%	32	21%	68	22%
Four people	25	16%	22	15%	47	16%
Five or more	11	7%	9	6%	20	7%
Education						
Less than high school graduate	36	24%	40	27%	76	24%
High school graduate	40	27%	50	34%	90	30%
Some college or technical training	16	11%	10	7%	26	9%
Completed Community college	18	12%	17	12%	35	12%
Completed Technical School	18	12%	20	14%	38	13%
Some university	13	9%	4	3%	17	6%
Completed Bachelors degree	8	5%	7	5%	15	5%
Completed Masters degree	1	1%	0	0%	1	0%
Employment Status						
Full-time	117	77%	106	71%	223	74%
Part-time	8	5%	12	8%	20	7%
Unemployed	3	2%	3	2%	6	2%
Retired	7	5%	9	6%	16	5%
Other (student, homemaker, etc.)	16	11%	17	11%	33	11%

Household Income						
< $20,000	4	3%	11	9%	15	5%
$20,000-$29,999	20	14%	11	9%	31	10%
$30,000-$39,999	15	11%	13	10%	28	9%
$40,000-$49,999	25	18%	15	12%	40	13%
$50,000-$59,999	18	13%	13	10%	31	10%
$60,000-$69,999	14	10%	11	9%	25	8%
$70,000-$79,999	7	5%	11	9%	18	6%
$80,000-$89,999	7	5%	11	9%	18	6%
$90,000-$99,999	6	4%	3	2%	9	3%
$100,000-$119,999	12	9%	17	13%	29	10%
$120,000-$149,999	4	3%	7	6%	11	4%
> $150,000	9	6%	5	4%	14	5%
National Occupation Classification						
Management	13	10%	12	9%	25	9%
Business, finance, and administration	13	10%	14	10%	27	10%
Health Care	0	0%	1	1%	1	0%
Natural and applied sciences	2	2%	1	1%	3	1%
Social sciences, education, govt	2	2%	2	2%	4	2%
service	34	25%	31	23%	65	24%
Sales and service	44	32%	47	35%	91	34%
Trades, transport & equipment	8	6%	9	7%	17	6%
operators	1	1%	2	2%	3	1%
Occupations unique to primary						
industry	20	15%	15	11%	35	13%
Occupations unique to processing, manufacturing, and utilities						
Self-employed						

Data collection. A pre-test survey questionnaire was developed and utilized by the interviewers during their site visits (refer to Appendix 2 for the pre-test questionnaire). The interviewers underwent training to familiarize them with the purpose of the research; the intent of the questionnaire; techniques for approaching/engaging VLT patrons; and data recording methods. The pre-test questionnaire was programmed into a Microsoft Access database installed on laptop computers, which the interviewers used on-site to directly record participant responses. Some interviewers found the use of laptop computers to be intrusive, so they reverted to recording responses on a paper copy of the questionnaire while they were in the bar/lounge, and then entered the responses on the computer database afterwards.

The Population Research Laboratory (PRL) at the University of Alberta was contracted to conduct follow-up telephone interviews with respondents. The researchers constructed a post-test survey questionnaire (refer to Appendix 3) that was slightly different from the pre-test instrument, and the former was given to the Pop Lab for programming into their computer-assisted telephone interview (CATI) system. From November to January, PRL interviewers attempted to contact each of the pre-test interviewees, and the disposition of these call attempts is displayed in Table 2:

TABLE 2
Population Research Lab Telephone Disposition

DISPOSITION CODE	DESCRIPTION	RECORDS	PERCENTAGE OF TOTAL
1	No Answer	0	0.0%
2	Busy	0	0.0%
3	Answering Machine	0	0.0%
4	Complete	165	54.8%
5	Line Trouble	0	0.0%
6	Quota Full	0	0.0%
7	Call Back	0	0.0%
8	Initial Refusal 15+ attempts	4	1.3%
9	Incomplete	1	0.3%
10	Language Problem	0	0.0%
11	Not in Service/Non-Working Number	23	7.6%
12	Fax Confirmed	5	1.7%
14	Permanent No Contact/Ill/Away for Duration of Study	29	9.6%
15	Third Busy on Shift	0	0.0%
17	Moved/no new #/No such person	26	8.6%
19	Deceased/Expired	0	0.0%
20	Ineligible- Quit Playing VLTs	8	2.7%
25	Will Call Lab	0	0.0%
61	15+ Calls-Final No Answer	2	0.7%
62	15+ Calls- Final Busy	0	0.0%
63	15+ Calls-Final Answering Machine	21	7.0%
65	Final Refusal (After Callback to Initial Refusal)	11	3.7%
88	Different Time	0	0.0%
89	Cell Phone	6	2.0%
TOTAL ATTEMPTED		**301**	99.7%
	Not Attempted	1	0.3%
TOTAL SAMPLE		**302**	100.0%

Instrumentation. As discussed in the research design section, it is incumbent in evaluation research to identify, and measure the achievement of, specific "desired outcomes" that are intended to logically flow from the intervention(s) being planned. In Phase I of this study, the task was to determine the effects of the machine-based responsible gaming features on VLT players' ability to control their play.

With this task in mind, the first step was to identify and deconstruct the features that AGLC had decided to install on the machines, to discern what it was these RGFs were expected to accomplish (i.e., desired outcomes) in terms of assisting VLT player control. Table 3 results from this deconstruction, and shows the relationship between the cognitive-behavioural domains

affected; desired outcomes the RGFs are intended to achieve; measurable indicators of these outcomes; and the data required to evaluate the achievement of outcomes.

TABLE 3
Relationship Between Cognitive-Behavioural Domains,
Desired Outcomes, Indicators and Measures

Cognitive-Behavioral Domain	Desired Outcome	Indicator	Data Required
Awareness Knowledge Attitude	• An increase in players' awareness of the four VLT responsible gaming features. • An increase in players' knowledge about the amount of time and money they spend playing VLTs. • An increase in players' attitudes that the interventions are valuable.	• % of players/PGSI type who can identify RGFs. • % of players/PGSI type who know how much time/ money they spend as a result of the RGFs. • % of players/PGSI type who believe the RGFs are useful.	• PGSI scores and player responses to survey questions.
Behavior	• Increase in players who are successful at controlling the amount of time/money they spend on VLTs.	• % of players/PGSI type who reduce VLT frequency/duration of play and amount wagered. • % of players/PGSI type who quit VLT play during a session.	• PGSI scores and player responses to survey questions.

Two survey questionnaires, one for the pre-test stage and the other for post-test interviews, were constructed to gather the data required to determine whether the desired outcomes had been achieved (refer to appendices 1 and 2 for these instruments). Specific questions were included to gather information from VLT players regarding their awareness of the RGFs; their use of these features to help limit the amount of time and money they spent playing VLTs; and their attitudes towards the utility of these features in helping control play. In addition, the nine-item Problem Gambling Severity Index taken from the Canadian Problem Gambling Index (Ferris and Wynne, 2001) was imbedded into both the pre- and post-test questionnaires to identify gambler sub-types (i.e., non-problem, low-risk, moderate-risk, and problem gamblers). The use of the PGSI to discriminate gambler sub-types allowed the researchers to determine if there were any differences amongst non-problem, at-risk and problem gamblers as to their awareness, and subsequent utilization of, VLT responsible gaming features.

Data analysis. Pre-test quantitative data that were entered by interviewers into the Microsoft Access database were exported into an SPSS v.11.5 data file for subsequent statistical analysis. Similarly, post-test telephone responses entered by the Population Research Lab into the CATI database were also exported into a separate SPSS data file. These two SPSS data files were then merged to allow for a comparative statistical analysis of VLT player responses, pre and post.

In experimental research, hypotheses are typically offered a priori and, in the data analysis stage, these are statistically tested and either accepted or rejected as being statements of truth. Based on the relationships outlined in Table 3, the following seven null hypotheses were posited to guide the data analysis in Phase I:

Awareness

> Hypothesis #1 – VLT players in the test group will not be aware of the four new RGFs (i.e., money counter, time clock, pop-up reminders, scrolling 1-800 helpline ad).

Knowledge

> Hypothesis #2 – VLT players in the test group will not use the four new RGFs as a strategy to limit the amount of time or money they spend playing.

Attitude

> Hypothesis #3 – VLT players in the test group will not consider the new RGFs to be effective in helping them keep track of the time/money they spend.

Behaviour

> Hypothesis #4 – VLT players in the test group will not have cashed-out and stopped playing as a result of the new RGFs.

> Hypothesis #5 – VLT players in the test group will gamble with the same frequency and duration of time on the VLTs with the new RGFs as they did on the old VLTs without the RGFs.

> Hypothesis #6 – VLT players in the test group will spend the same amount of money gambling on the VLTs with the new RGFs as they did on the old VLTs without the RGFs.

Gambler Sub-Types

> Hypothesis #7 – Within the VLT players in the test group, there will be no differences amongst the four PGSI gambler sub-types for awareness, knowledge, attitude and behaviour variables analysed.

In testing these hypotheses, comparisons will be made according to the following classical pre-post experimental design used with test and control groups:

FIGURE 2
Classical Experimental Design
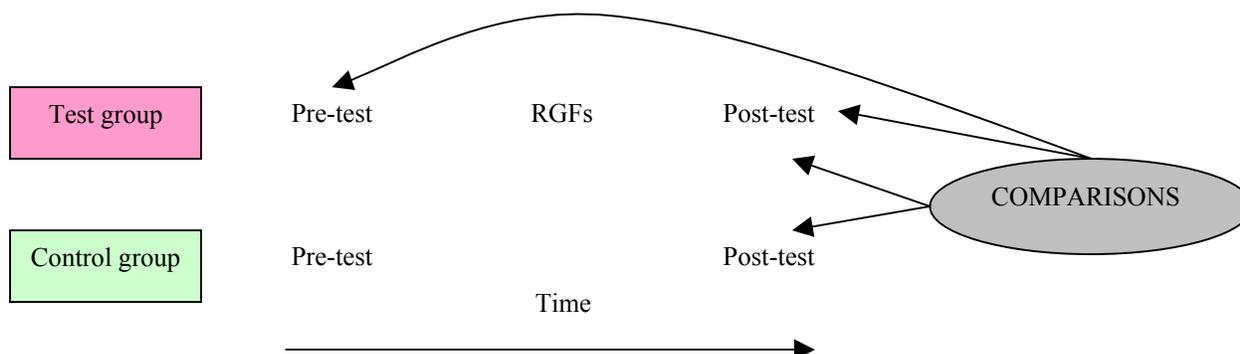
Univariate and multivariate analysis-of-variance (MANOVA) procedures available in SPSS v.11.5 were used to analyse the statistical data. These procedures allowed for an analysis of within-subject differences (i.e., between pre- and post-test survey results for the same VLT player) and between-subject differences (i.e., between the test and control group results), and the appropriate statistics are reported in the results section.

Limitations. All research has limitations, and it is incumbent upon the researchers to acknowledge the limitations that are known to be associated with this study. First, as this research was conducted in bars and lounges throughout the province, and not in a laboratory setting, it cannot be considered to be a true scientific experiment. These types of field experiments are typically referred to as "quasi-experiments," insofar as they utilize many of the elements of lab-based experiments; however, are unable to exert the same level of control of the experimental setting. The gold standard for experimental design is the lab-based "randomized controlled trial" (RCT) wherein subjects are randomly selected and assigned to a test or control group, frequently without the researcher knowing which group each subject belongs to (known as "blinding" of the researcher). In Phase I, interviews with VLT players were conducted in bars and lounges (a non-lab setting) throughout the province; therefore, it was impossible to have a truly random assignment of subjects to test and control groups. However, the quasi-experimental design was significantly strengthened by the very addition of a control group, which is often difficult to accomplish in field research. This allowed the researchers to compare results between the test group subjects (i.e., those players who experienced the RGFs) and control group subjects (i.e., those who had not experienced the RGFs). In summary, while the lack of true randomization limits the experiment somewhat, the addition of a control group is an element that strengthens the design considerably.

A second limitation that needs to be identified is that this project relied on player self-report. That is, the researchers relied on what the player divulged about their VLT play and there was no objective corroboration of their self-report. To mitigate this effect, an effort was made to

ensure the validity and accuracy of the self-report, notably by informing the respondent that their answers would be confidential and anonymous. Respondents were also assured that their answers would not be used to identify them. These methods have been found to improve the reliability of self-reported data.

Finally, the control group turned out to have a much smaller sample size than originally intended. It was not anticipated that many of the control group VLT players would play the new machines during the interim period between pre-test and post-test, thus compromising their control group status. This resulted in having to assign these players to the test group, which reduced the sample size in the control group. Along with a 55% follow-up response rate at post-test, both of these factors contributed to a smaller control group sample than was originally anticipated. This smaller sample size reduces the statistical power for the comparisons between the test and control groups at post-test.

3. RESULTS

The results section is divided into two parts: (1) comparisons of test and control samples on pre-test variables, and (2) hypothesis testing using the post-test data and comparison of the samples who played on the new VLT machines (test group) to the sample who did not play the new VLT machines (control group).

3.1 Comparison of Test and Control Samples on Pre-test Variables

First, a comparison of the original test and control samples was examined. These two samples were randomly selected and it is important to compare them to see if there were any pre-test differences prior to the start of the experiment. Table 4 shows the VLT gambling behaviour of the test, control and total samples. The two samples were very similar in their pre-test VLT play. Most VLT players played on multiple days per week, played for about an hour or two, and spent around $100 per session. About 14% would be considered problem gamblers, using the Problem Gambling Severity Index (PGSI).

TABLE 4
Pre-test VLT Gambling Involvement for Both Groups and Total Sample

VLT Gambling Behavior	Test Sample (n=152)		Control Sample (n=150)		Total Sample (n=302)	
	Count	%	Count	%	Count	%
Frequency of play (past 3 months)						
Daily	4	2.7%	6	4.0%	10	3.3%
2-6 times/week	52	34.9%	54	36.0%	106	35.1%
Once/week	45	30.2%	40	26.7%	85	28.1%
2-3 times/month	45	15.4%	36	24.0%	59	19.5%
Once/month	23	9.4%	9	6.0%	23	7.6%
Once or twice	11	7.4%	5	3.3%	16	5.3%
On average, how long did you spent playing VLTs each time you played?						
0-1 hour	80	52.6%	72	48.0%	152	50.3%
1-2 hours	44	28.9%	46	30.7%	90	29.8%
2-3 hours	15	9.9%	16	10.7%	31	10.3%
3-4 hours	6	3.9%	7	4.7%	13	4.3%
4-5 hours	6	3.9%	3	2.0%	9	3.0%
5-6 hours	0	0%	4	2.7%	4	1.3%
6+ hours	1	0.7%	2	1.4%	3	1.0%

During a typical session, how much did you usually spend?						
$0-$50	81	53.3%	56	37.3%	137	45.4%
$51-$100	40	26.3%	51	34.0%	91	30.1%
$101-$200	15	9.9%	28	18.7%	43	14.2%
$201-$300	10	6.6%	6	4.0%	16	5.3%
$301-$400	2	1.3%	4	2.7%	6	2.0%
$401-$500	3	2.0%	3	2.0%	6	2.0%
$501+	1	0.7%	2	1.4%	3	1.0%
PGSI Gambler Sub-type						
Non-problem gambler	43	29.9%	30	21.1%	73	24.2%
Low problem gambler	35	24.3%	38	26.8%	73	24.2%
Moderate problem gambler	47	32.6%	51	35.9%	98	32.5%
Problem gambler	19	13.2%	23	16.2%	42	13.9%

Note. PGSI=Problem Gambling Severity Index.

Table 5 shows t-tests between Test and Control samples on pre-test VLT gambling variables. There were no statistically significant differences between the two groups on frequency of play, time spent playing, money spent playing, and PGSI problem gambling status. Therefore, it is safe to conclude that these two randomly selected samples were similar at the start of the study.

TABLE 5
Comparison of Test and Control Samples on
Pre-test VLT Gambling Variables (continuous variables)

	Test Sample (n=152)		Control Sample (n=150)		t-test	
VLT Gambling Behavior	**Mean**	**s.d.**	**Mean**	**s.d.**	**t**	**p**
Frequency of play (past 3 months)	3.8	1.3	4.0	1.1	1.0	.32
On average, how long did you spent playing VLTs each time you played? (In minutes)	91.6	78.3	105.7	101	1.4	.18
During a typical session, how much did you usually spend?	$93	$118	$117	$132	1.6	.11
PGSI Score	3.5	4.4	4.0	4.4	1.0	.30

Note. Frequency of play: 1= once or twice; 2= once/month; 3= 2-3 times/month; 4= once/week; 5= 2-6 times/week; 6= daily. PGSI=Problem Gambling Severity Index.

Table 6 shows the level of awareness of existing responsible gaming signage. There were varying levels of awareness of existing responsible gaming signage. The majority of players were aware of the AADAC sticker on the VLT machine, while a minority was aware of the AADAC helpline number on the back of cash-out tickets. While many players were aware of the responsible gambling signs, few, if any, were effected by these signs, such as cashing out and stopping play. And it was a rare player who utilized the services offered by the signs, such as calling the helpline.

TABLE 6
Pre-test Awareness of Responsible Gambling Signage

Responsible gambling signage	Test Sample (n=152)		Control Sample (n=150)		Total Sample (n=302)	
	Count	%	Count	%	Count	%
Noticed AADAC sticker on front of VLT	77	52.7%	86	58.9%	163	55.8%
Noticed AADAC helpline number on back of cash-out ticket	34	22.7%	32	21.6%	66	22.1%
Was there a clock you could see while playing?	54	37.0%	73	49.7%	127	43.3%
Signs, posters, or stickers ever cause you to cash-out and stop	3	2.0%	0	0%	3	1.0%
Signs, posters, or stickers ever cause you to leave	4	2.6%	0	0%	4	1.3%
Signs, posters, or stickers ever cause you to call helpline	1	0.7%	0	0%	1	0.3%
Bar/lounge staff comments ever cause you to cash out and stop	6	3.9%	7	4.7%	13	4.3%
Bar/lounge staff comments ever cause you to leave	3	2.0%	3	2.0%	6	2.0%
Bar/lounge staff comments ever cause you to call the helpline	1	0.7%	0	0%	1	0.3%
Problem Recognition						
Have you ever sought help for a gambling problem?	9	6.0%	13	8.7%	22	7.3%

In Table 7, it is evident that when VLT players were asked if they utilized responsible gambling rules in their VLT play, many had a budgeted dollar amount; however, few set a time limit for their play and few used either a wristwatch or a wall clock to help them limit the time they spent playing.

TABLE 7
Pre-test Responsible Gambling Efforts by VLT Player

Responsible gambling efforts	Never n (%)	Sometimes n (%)	Most of the time n (%)	Almost Always n (%)
Did you ever set a dollar budget?	47 (16%)	46 (15%)	46 (15%)	160 (54%)
Did you ever set a time limit?	211 (70%)	46 (15%)	21 (7%)	20 (7%)
Did you usually wear a wristwatch?	107 (35%)	17 (6%)	9 (3%)	167 (55%)
How often did you refer to the wall clock while playing?	198 (66%)	47 (16%)	30 (10%)	13 (4%)
How often did you refer to a wristwatch while playing?	141 (47%)	72 (24%)	41 (14%)	33 (11%)
Did you ever use the wall clock to help you limit the time you spent playing?	252 (83%)	20 (7%)	9 (3%)	8 (3%)
Did you ever use a wristwatch to help you limit the time you spent playing?	209 (69%)	41 (14%)	17 (6%)	20 (7%)
Did you ever forget family, social, or business appointments because of VLTs	263 (87%)	29 (10%)	6 (2%)	1 (0%)
Did you ever use the wall clock to remind you of these commitments?	147 (49%)	37 (12%)	24 (8%)	24 (8%)
Did you ever use a wristwatch to remind you of these commitments?	121 (40%)	35 (12%)	30 (10%)	54 (18%)
Problem Recognition				
How often have you felt that you might have a problem with gambling on VLTs?	185 (61%)	87 (29%)	15 (5%)	11 (4%)

Note. Number of respondents does not always total 302 due to missing data

Table 8 shows the player ratings of the effectiveness of existing responsible gambling efforts, including signs/posters/stickers and the 1-800 helpline phone number. Two-thirds found these efforts to be at least somewhat effective in informing them about problem gambling and about what help was available.

TABLE 8
Pre-test Attitude Toward Responsible Gambling Efforts

Pre-test responsible gambling efforts	Very effective	Effective	Somewhat effective	Not at all effective
	n (%)	n (%)	n (%)	n (%)
How effective were the signs, posters, and stickers in informing you about problem gambling?	51 (17%)	103 (34%)	43 (14%)	98 (33%)
How effective were the signs, posters, and stickers in informing you about the 1-800 help-line?	47 (16%)	108 (36%)	38 (13%)	98 (33%)

3.2   Hypothesis Testing

As noted above, the University of Alberta was able to interview 165 of the original 301 VLT players. The original sample was divided into test and control samples based on bars/towns where the new VLTs were to be introduced. At post-test, VLT players were asked if they had played the new VLTs since the pre-test. Table 9 shows the breakdown of the original sample with the post-test breakdown of who played the new VLTs. While the majority of the original test sample played the new VLTs, a large proportion of VLT players in the original control sample had also played the new VLTs. Therefore, this item was used to classify VLT players into test versus control samples at post-test. As a result, we ended up with a smaller control sample than was originally planned on, because a number of these VLT players had accessed the new VLTs during the interim from pre-test to post-test. Therefore, of the 165 VLT players contacted at post-test, 124 had played the new machines (test sample) and 41 had not (control sample).

TABLE 9
Cross-tabulation of Post-test Sample Divided by Original Group
and by Whether or not they Played New VLTs During the Post-test Period

Played New VLTs with RGFs?	Control Sample	Test Sample	Totals
Yes	41	83	124
No	34	7	41
Totals	75	90	165

As noted in Table 9, the control sample size at post-test was 41 patrons, 34 from the original control sample and 7 from the test sample. This sample size is considerably smaller than the original control sample, therefore it is necessary to test whether the sample that was not contacted at posttest, is different from or similar to the control sample that was contacted at posttest. Tables 10 and 11 show comparisons between the posttest control sample to the pretest control sample that was not contacted at posttest. Tables 10 and 11 show that while there was a low response rate at posttest for the control sample, there were no statistically significant differences between the sample that was contacted at posttest versus the sample that was not contacted, regarding demographics, gambling behavior and problem gambling status.

TABLE 10
Comparison of Pretest Control Sample to Posttest Control Sample

	Pretest Control Sample (n=116)		Posttest Control Sample (n=34)			
Variable	Count	%	Count	%	Chi-square	p
Male Gender	73	62.9%	17	50.0%	1.8	0.18
Married	47	40.9%	17	50.0%	0.9	0.35
Employed Full-time	85	74.6%	21	63.6%	1.5	0.22
Problem Gambler	18	16.5%	5	15.2%	0.1	0.85

TABLE 11
Comparison of Pretest Control Sample to Posttest Control Sample

	Pretest Control Sample (n=116)		Posttest Control Sample (n=34)			
Variables	mean	sd	mean	sd	t	p
Age	43.5	12.2	44.8	13.9	0.5	0.61
Income Levels	6.1	3.4	5.4	2.9	1.0	0.31
Education	6.1	2.2	6.1	2.5	0.1	0.97
Gambling Frequency Levels	4.0	1.2	4.0	1.1	0.1	0.91
Time spent gambling	109.4	106.7	93.1	76.7	0.8	0.41
Money spent gambling	122.2	139.8	97.8	99.2	0.9	0.35
PGSI Score	4.3	4.6	3.1	3.6	1.4	0.18

Hypothesis #1. **VLT players in the test group will not be aware of the four new RGFs (i.e., money counter, time clock, pop-up reminders, scrolling 1-800 helpline ad).**

Table 12 shows that hypothesis #1 can be rejected, given that the majority of VLT players were aware of the four new RGFs. The 30 minute pop-up reminder was noticed by 70% of players and the 60 and 90 minute pop-up reminders were noticed by fewer players.

TABLE 12
Awareness of Responsible Gaming Features

Responsible Gaming Features	n	%
Have you ever noticed the Clock on the VLTs? (n=124)	94	76%
Have you ever noticed the Money Counter? (n=124)	106	86%
Have you ever noticed the Pop-up Reminder at 30 minutes? (n=97)	86	70%
Have you ever noticed the Pop-up Reminder at 60 minutes? (n=68)	38	31%
Have you ever noticed the Pop-up Reminder at 90 minutes? (n=43)	13	11%
Have you ever noticed the problem gambling banner ads? (n=124)	78	63%

Hypothesis #2. **VLT players in the test group will not use the four new RGFs as a strategy to limit the amount of time or money they spend playing.**

Table 13 shows that hypothesis #2 must be accepted, given that the majority of VLT players did not use the four new RGFs to limit the amount of time or money they spent playing.

TABLE 13
Utilization of Responsible Gaming Features to Limit Play

Responsible Gaming Features	Never %	Sometimes %	Most of the time %	Almost Always %	Don't Know %
Did you ever use the Clock on the VLT to help you limit the time you spent playing VLT games? (n=124)	69%	14%	2%	4%	11%
Did you ever use the Dollar Counter to help you limit the money you spend playing VLT games? (n=124)	57%	12%	7%	11%	12%
Did you ever use the 30 minute Pop-up Reminder to help you limit the time you spent playing VLTs? (n=97)	80%	6%	0%	1%	12%

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Did you ever use the 60 minute Pop-up Reminder to help you limit the time you spent playing VLTs? (n=68)	84%	2%	3%	0%	12%
Did you ever use the 90 minute Pop-up Reminder to help you limit the time you spent playing VLTs? (n=43)	88%	0%	0%	0%	12%

Hypothesis #3.   VLT players in the test group will not consider the new RGFs to be effective in helping them keep track of the time/money they spend.

Table 14 shows that hypothesis #3 must be rejected for the clock and money counter RGFs, but it must be accepted for the pop-up reminders, given that the majority of VLT players found the clock and money counter to be at least somewhat effective, while the majority of VLT players found the pop-up reminders not to be effective, in helping them keep track of time and money.

TABLE 14
Effectiveness of Responsible Gaming Features
to Keep Track of Time and Money

Responsible Gaming Features	Very Effective %	Effective %	Somewhat Effective %	Not at all Effective %	Don't Know/NR %
How effective was the Clock on the VLT in helping you keep track of the time spent playing VLT games? (n=124)	18%	22%	12%	37%	11%
How effective was the money Counter display in helping you keep track of money spent while you were playing VLTs? (n=124)	38%	16%	13%	23%	11%
How effective was the 30 minute Pop-up Reminder in helping you keep track of time spent playing VLTs? (n=97)	11%	9%	13%	53%	13%
How effective was the 60 minute Pop-up Reminder in helping you keep track of time spent playing VLTs? (n=68)	6%	7%	15%	59%	13%
How effective was the 90 minute Pop-up Reminder in helping you keep track of time spent playing VLTs? (n=43)	5%	7%	5%	65%	19%

Note. NR means No Response.

Hypothesis #4.   VLT players in the test group will not have cashed-out and stopped playing as a result of the new RGFs.

Tables 15 and 15a shows that hypothesis #4 can be rejected for the money counter given that a majority of players used it to decide to cash-out or stop playing, but the null hypothesis must be accepted for the clock and the pop-up menus, given that the majority of VLT players did not cease their play as a result of these RGFs.

TABLE 15
Responsible Gaming Features Prompted a Cessation of VLT Play

Responsible Gaming Features (n=124)	Cashed out %	Stopped playing %	Left the bar %	None of these %	Don't Know/ NR %
Has the money counter ever caused you to cash-out and stop playing the VLT or leave the premises?	39%	8%	12%	33%	8%

Note. NR means No Response.

TABLE 15a
Responsible Gaming Features Prompted a Cessation of VLT Play

Responsible Gaming Features	Stopped playing %	Left the bar %	Never %	Don't Know/NR %
Has the Clock Display ever caused you to stop playing the VLT or leave the premises? (n=79)	8%	14%	68%	10%
Have the 30 minute pop up reminders ever caused you to stop playing the VLT or leave the premises? (n=63)	6%	2%	91%	1%
Have the 60 minute pop up reminders ever caused you to stop playing the VLT or leave the premises? (n=41)	7%	3%	90%	0%
Have the 90 minute pop up reminders ever caused you to stop playing the VLT or leave the premises? (n=28)	4%	0%	96%	0%
Have the problem gambling banner ads ever caused you to stop playing the VLT or leave the premises? (n=79)	1%	0%	99%	0%

Note. NR means No Response. Due to incomplete data, Table 15a sample size is slightly smaller than previous tables.

Hypothesis #5. **VLT players in the test group will gamble with the same frequency and duration of time on the VLTs with new RGFs as they did on the old VLTs without the RGFs.**

Table 16 shows paired t-tests between pre-test and post-test for gambling frequency and duration variables for the test sample. Hypothesis #5 can be rejected, given the statistically significant reductions in both frequency and duration of play from pre-test to post-test.

TABLE 16
Comparison of Pre-test (without RGFs) and Post-test (with RGFs)
VLT Play Frequency and Duration

VLT Play Variables (n=124)	Pre-test Mean (SD)	Post-test Mean (SD)	t	p
VLT Play Frequency	3.9 (1.2)	3.5 (1.2)	4.2	<.001
Number of minutes of play on average	97 (89)	72 (61)	4.1	<.001
Longest amount of time spent playing VLTs in minutes	284 (207)	186 (161)	5.8	<.001
The last time you played, total time spent playing in minutes	86 (102)	58 (71)	3.9	<.001

Note. Pre-test is VLTs without RGFs and Post-test is VLTs with RGFs. Frequency response options for "VLT Play Frequency": 1= once or twice; 2= once/month; 3= 2-3 times/month; 4= once/week; 5= 2-6 times/week; 6= daily.

To further test Hypothesis #5, an additional comparison between VLT players who played the new VLTs to VLT players who continued to play on VLTs without the new RGFs was computed. To test hypothesis #5, a multivariate analysis of variance (MANOVA) was computed with frequency of play and three duration items as the dependent variables and two independent variables, group and time. There was no main effect for group (F=0.4; df=4, 152; p=.77). There was no significant interaction between group and time (F=1.7; df=4, 152; p=.15), because both groups had similar reductions in their play and duration from pre-test to post-test. There was a statistically significant main effect for time (F=19.8; df=4, 152; p<.001), where VLT players regardless of group, reduced both their frequency and duration of play from pre-test to post-test. Table 17 shows univariate analyses comparing pre-test to post-test and between test and control groups and had the same results as the MANOVA. The results of this MANOVA indicate that the new RGFs are not the cause of the reduction in VLT play frequency and duration because both groups showed a reduction in VLT play, regardless of the presence of the new RGFs. In order to attribute the reduction in VLT play frequency and duration to the new RGFs, the group by time interaction would need to be statistically significant and the control group would show no change over time while the test group would show a reduction from pre-test to post-test and this was not the case.

TABLE 17
Comparison of Pre-test (without RGFs) and Post-test (with RGFs)
VLT Play Frequency and Duration by Group

VLT Play Variables (Test n=124; Control n=41)	Group	Pre-test Mean (SD)	Post-test Mean (SD)	Group F (p)	Time F (p)	Group by Time F (p)
VLT Play Frequency	Test	3.9 (1.2)	3.5 (1.2)	0.9 (0.33)	29.7 (<.001)	2.3 (0.13)
	Control	3.8 (1.2)	3.1 (1.6)			
Number of minutes of play on average	Test	97.2 (88.5)	71.5 (61.4)	0.2 (0.66)	15.4 (<.001)	0.3 (0.61)
	Control	88.9 (72.1)	69.3 (64.1)			
Longest amount of time spent playing VLTs in minutes	Test	284.1 (207.0)	185.9 (160.6)	0.3 (0.62)	43.4 (<.001)	0.7 (0.42)
	Control	283.6 (207.4)	157.8 (137.3)			
The last time you played, total time spent playing in minutes	Test	85.5 (102.0)	57.8 (71.2)	1.1 (0.31)	7.6 (.007)	1.5 (0.22)
	Control	63.5 (53.9)	52.9 (57.4)			

Note. Pre-test is VLTs without RGFs and Post-test is VLTs with RGFs. Frequency response options for "VLT Play Frequency": 1= once or twice; 2= once/month; 3= 2-3 times/month; 4= once/week; 5= 2-6 times/week; 6= daily.

The line graph in Figure 3 further shows the extent to which, for the variable "number of minutes of play on average," both the test and control groups total average amount of playing time per session decreased substantially over the 8-month time period from pre- to post-test.

FIGURE 3
Number of Minutes of Play on Average at Pre-test and Post-test
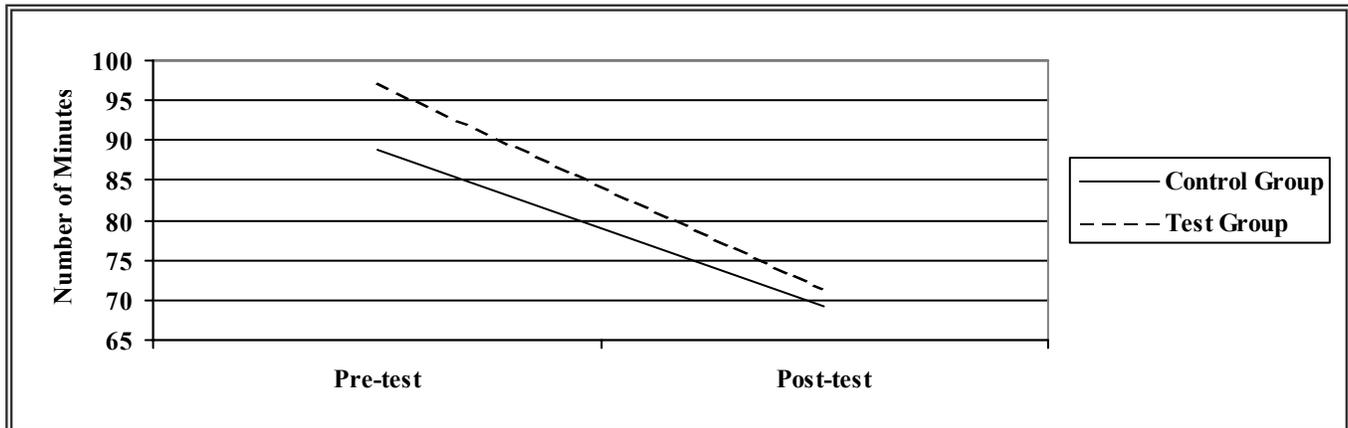
Hypothesis #6.   **VLT players in the test group will spend the same amount of money gambling on the VLTs with the new RGFs as they did on the old VLTs without the RGFs.**

Table 18 shows paired t-tests between pre-test and post-test. Hypothesis #6 must be accepted, given the lack of differences between pre-test and post-test on amount of money spent.

TABLE 18
Comparison of Pre-test (without RGFs) and
Post-test (with RGFs) Money Spent on VLT Play

Money Variables (n=124)	Pre-test Mean (SD)	Post-test Mean (SD)	t	p
Dollars spent in a typical session of VLT Play	88 (93)	91 (93)	-1	0.63
Most dollars lost in a single day	330 (353)	316 (388)	0.5	0.62

Note. Pre-test is VLTs without RGFs and Post-test is VLTs with RGFs.

To further test Hypothesis #6, an additional comparison between VLT players who played the new VLTs to VLT players who continued to play on VLTs without the new RGFs was computed. To test hypothesis #6, a multivariate analysis of variance (MANOVA) was computed with both money items as the dependent variables and two independent variables, group and time. There was no main effect for group (F=0.5; df=2, 158; p=.60). There was no significant interaction between group and time (F=1.8; df=2, 158; p=.17). There was no main

effect for time (F=1.7; df=2, 158; p=.18). Table 19 shows univariate analyses comparing pre-test to post-test and between test and control groups and had the same results as the MANOVA. Therefore, players continued to spend the same amount of money regardless of whether they played the new VLTs or continued to play the old VLTs.

TABLE 19
Comparison of Pre-test (without RGFs) and
Post-test (with RGFs) VLT Money Spent by Group

Money Variables (Test n=124; Control n=41)	Group	Pre-test Mean (SD)	Post-test Mean (SD)	Group F (p)	Time F (p)	Group by Time F (p)
Dollars spent in a typical session of VLT Play	Test	88 (93)	91 (93)	0.4 (0.54)	1.5 (.23)	3.0 (0.09)
	Control	90 (93)	71 (80)			
Most dollars lost in a single day	Test	330 (353)	316 (388)	1.0 (0.33)	2.5 (.11)	1.2 (0.29)
	Control	304 (320)	229 (258)			

Hypothesis #7. **Within the VLT players in the test group, there will be no differences amongst the four PGSI gambler sub-types for awareness, knowledge, attitude and behaviour variables analysed.**

At post-test the breakdown of PGSI gambler subtypes in the test sample (n=124) was as follows: 50 Non-problem gamblers (40%); 38 low-risk gamblers (31%); 26 moderate risk gamblers (21%); and 10 problem gamblers (8%).

Awareness. Table 20 shows a comparison of the four gambling subtypes on awareness of the new RGFs. The players were asked if they noticed these RGFs. The hypothesis must be accepted for awareness of RGFs, since there were no statistically significant differences between the four gambling subtypes.

TABLE 20
Comparison of the Four PGSI Gambling Sub-types on Awareness of New RGFs

PGSI Gambling Sub-Types (n=124)					
RGF	**Non-Problem Gambler (n=50) n (%)**	**Low Risk Gambler (n=38) n (%)**	**Moderate Risk Gambler (n=26) n (%)**	**Problem Gambler (n=10) n (%)**	**Chi-Square (p)**
Clock	40 (80%)	29 (76%)	17 (65%)	8 (80%)	2.1 (.55)
Money Counter	43 (88%)	32 (84%)	23 (92%)	8 (80%)	1.3 (.74)
30-minute pop-up	31 (62%)	26 (68%)	22 (88%)	7 (70%)	5.4 (.14)
60-minute pop-up	11 (22%)	13 (34%)	10 (42%)	4 (40%)	3.7 (.29)
90-minute pop-up	5 (10%)	4 (11%)	2 (8%)	2 (20%)	1.0 (.79)
1-800 banner	32 (64%)	22 (61%)	19 (79%)	5 (50%)	3.4 (.34)

Knowledge/Utilization. Table 21 shows a comparison of the four gambling subtypes on knowledge of time and money spent from the new RGFs and whether they utilized this information to help limit play. The hypothesis regarding knowledge of time and money spent from the new RGFs and whether they utilized this information to help limit play must be accepted since there were no statistically significant differences between the four gambling subtypes.

TABLE 21
Comparison of the Four PGSI Gambling Sub-types on
Knowledge/Utilization of New RGFs to Limit VLT play

PGSI Gambling Sub-Types (n=124)					
RGF	**Non-Problem Gambler (n=50) Mean (SD)**	**Low Risk Gambler (n=38) Mean (SD)**	**Moderate Risk Gambler (n=26) Mean (SD)**	**Problem Gambler (n=10) Mean (SD)**	**F (p)**
Clock	2.3 (0.9)	2.0 (0.5)	2.2 (0.9)	2.4 (0.8)	1.1 (.34)
Money Counter	1.5 (1.0)	1.8 (1.0)	2.0 (1.2)	1.3 (0.5)	1.5 (.23)
30-minute pop-up	1.2 (0.5)	1.1 (0.3)	1.1 (0.3)	1.1 (0.3)	0.1 (.93)
60-minute pop-up	1.1 (0.4)	1.1 (0.2)	1.1 (0.4)	1.0 (0.0)	0.2 (.89)
90-minute pop-up	1.0 (0.1)	1.0 (0.2)	1.0 (0.0)	1.0 (0.0)	0.3 (.82)

Note. 1=Never; 2=Sometimes; 3=Most of the time; 4=Most of the time; and 5=Almost always.

Attitude/Effectiveness. Table 22 shows a comparison of the four gambling subtypes on the VLT players attitude about the effectiveness of the new RGFs to help them keep track of time and money spent on VLT play. The hypothesis must be accepted for attitude about the effectiveness of the new RGFs to help the player keep track of time and money spent, since there were no statistically significant differences between the four gambling subtypes.

TABLE 22
Comparison of the Four PGSI Gambler Sub-types on Attitude of the Effectiveness of New RGFs to Keep Track of Money and Time Spent on VLT play

PGSI Gambler Sub-Types (n=124)					
RGF	Non-Problem Gambler (n=50) Mean (SD)	Low Risk Gambler (n=38) Mean (SD)	Moderate Risk Gambler (n=26) Mean (SD)	Problem Gambler (n=10) Mean (SD)	F (p)
Clock	2.6 (1.3)	3.0 (1.0)	2.7 (1.3)	2.9 (1.2)	0.6 (.60)
Money Counter	2.3 (1.3)	2.3 (1.2)	1.9 (1.1)	2.7 (1.3)	0.9 (.45)
30-minute pop-up	3.1 (1.2)	3.3 (1.0)	3.1 (1.2)	3.1 (1.4)	0.1 (.95)
60-minute pop-up	3.5 (1.0)	3.4 (0.9)	3.5 (0.9)	3.3 (1.1)	0.1 (.95)
90-minute pop-up	3.6 (0.9)	3.6 (0.7)	3.7 (0.7)	3.4 (1.1)	0.2 (.92)

Note. 1=Very Effective; 2=Effective; 3=Somewhat effective; and 4=Not at all effective.

Behaviour/Cessation of Play. Table 23 shows a comparison of the four gambling subtypes on awareness of the new RGFs. The hypothesis must be accepted for behaviour/ cessation of play due to RGFs, since there were no statistically significant differences between the four gambling subtypes.

TABLE 23
Comparison of the Four PGSI Gambling Sub-types on Cessation of VLT Play Due to New RGFs

PGSI Gambling Sub-Types (n=124)					
RGF	Non-Problem Gambler (n=50) n (%)	Low Risk Gambler (n=38) n (%)	Moderate Risk Gambler (n=26) n (%)	Problem Gambler (n=10) n (%)	Chi-Square (p)
Clock	5 (16%)	4 (17%)	4 (25%)	4 (57%)	6.2 (.10)
Money Counter	30 (61%)	24 (67%)	13 (52%)	6 (60%)	1.3 (.72)
30-minute pop-up	1 (3%)	3 (12%)	0 (0%)	2 (29%)	7.2 (.07)
60-minute pop-up	1 (3%)	3 (12%)	1 (6%)	1 (14%)	1.9 (.59)

90-minute pop-up	0 (0%)	1 (4%)	0 (0%)	0 (0%)	2.1 (.54)
1-800 banner	0 (0%)	0 (0%)	1 (6%)	0 (0%)	4.1 (.26)

Table 24 shows the level of satisfaction with the new VLT machines. VLT players were less satisfied with the new VLT machines as compared to the old VLT machines. Over one-third (34%) reported that they were "Not at all satisfied" with the new VLT machines, as compared to only 1% of the sample who were "Not at all satisfied" with the old VLT machines. In terms of specific RGF elements, over one-third (35%) of the sample was "Not at all satisfied" with the Pop-up reminders, while the majority of players were at least somewhat satisfied with the other RGFs. This dissatisfaction with the new VLTs could be due to an affinity for the old VLTs and the novelty of the new VLTs, however, satisfaction should be monitored over time to determine if this initial dissatisfaction gives way to acceptance of the new machines.

TABLE 24
Satisfaction with New VLTs and Responsible Gaming Features

	Very Satisfied %	Satisfied %	Somewhat Satisfied %	Not at all Satisfied %	Don't Know/NR %
How satisfied were you with the Old VLT machines? (n=124)	29%	47%	22%	1%	2%
How satisfied were you with the New VLT machines? (n=124)	10%	18%	35%	34%	4%
How satisfied were you with the Clock on the VLT? (n=124)	20%	23%	7%	26%	23%
How satisfied were you with the Money Counter display on the VLT?	34%	31%	7%	16%	12%
How satisfied were you with the Pop-up Reminders on the VLT? (n=97)	9%	19%	11%	39%	22%
How satisfied were you with the problem gambling Banner Ad on the VLTs? (n=124)	19%	34%	9%	19%	20%

Note. NR means No Response. Sample size for pop-up reminder item was 97 because only those players who played for 30 minutes or more are included.

VLT players were asked if the new RGFs interfered with their enjoyment of the game. In Table 25, we see most players did not find the RGFs to interfere, with the exception of the pop-up reminders which were reported to interfere with their enjoyment by over one-quarter (26%) of the sample. Therefore, almost all of the players accepted the new RGFs without complaint, with the exception of the pop-up reminders.

TABLE 25
Interference of Responsible Gaming Features with Players Enjoyment of the VLT

Responsible Gaming Feature	n (%)
Clock interfered with enjoyment of the VLT (n=124)	8 (7%)
Money Counter interfered with enjoyment of the VLT (n=124)	5 (4%)
Pop-up interfered with enjoyment of the VLT (n=97)	25 (26%)
Banner Ad interfered with enjoyment of the VLT (n=124)	8 (7%)

Note. NR means No Response. Sample size for pop-up reminder item was 97 because only those players who played for 30 minutes or more are included.

4. CONCLUSIONS

As stated in the beginning of this report, the overall purpose of this research project is to evaluate the effectiveness of interventions designed to help Alberta VLT players control their play. Phase I of this study involved utilizing a quasi-experimental approach to assess whether the four specific responsible gaming features added to the VLTs (i.e., time clock, money counter, pop-up reminders, 1-800 helpline banner ad) contributed to this desired effect. In this first phase, 302 VLT players were recruited to participate in the study and these respondents were interviewed at pre-test, on-site in various Alberta bars and lounges. Six months later, the University of Alberta Population Research Laboratory contacted 165 VLT players from the original sample for a post-test telephone interview. This is the first known gambling study: (a) to utilize a quasi-experimental, pre-post test research design, with test and control groups in the field, (b) to examine the effectiveness of specific electronic gambling machine-based modifications in mitigating problem gambling.

The conclusions that may be drawn from this first phase of the study are summarized below, based on the results from (1) comparisons of test and control samples on pre-test variables, and (2) the testing of seven specific hypotheses that were posited to guide this analysis.

4.1   Comparison of Test and Control Samples on Pre-Test Variables

Matching the samples. A comparison of the test and control samples for selected demographic variables showed that the samples are very similar in composition. This gives the researchers confidence that any discernable differences between the two groups are not attributable to different demographic characteristics in either sample, but rather, to other factors, conceivably including exposure to the new responsible gaming features. Furthermore, the samples were also very similar in their pre-test frequency of play, time and money spent playing, and problem gambling status, as determined by the Problem Gambling Severity Index (PGSI). This further increases the confidence that the test and control groups were very similar, and any differences between the groups likely resulted from study effects.

Awareness. The test and control groups were equally aware of the responsible gambling signage in the bar/lounge, notably the AADAC sticker on the VLT. However, few VLT players noticed the helpline number on the back of the cash-out tickets, and fewer still claimed to have used any signage, or a prompt from bar/lounge staff, to cash-out and cease playing.

Efforts to control gambling. More than three-quarters of the VLT players in both the test and control groups claimed to have used a "strategy" of some kind to help them limit the amount of money they spend while at play. In contrast, only one-quarter stated they use a similar strategy to limit the amount of time they spend at play. Furthermore, the majority of VLT players suggested they did not use clocks or wristwatches to help them limit their time at play.

Attitudes toward responsible gaming interventions. Two-thirds of the VLT players in both the test and control groups expressed favourable attitudes towards the responsible gaming interventions, insofar as they felt signs, posters and stickers were at least somewhat effective in informing them about problem gambling and the 1-800 helpline number.

4.2   Hypotheses Testing

In essence, the Phase I experiment focused on the extent to which the VLT-based responsible gambling features were effective in helping players control the amount of time and money they spent while playing the VLTs at any given session. In this vein, the logic was that VLT players needed to: (a) first, be aware of the RGFs; (b) then translate this awareness into a knowledge strategy they could conceivably use to limit time/money spent; (c) concurrently have a positive attitude towards the RGFs so that they might at least try and utilize these features; and (d) finally make a decision, with help from these RGFs, to limit their time/money spent at play.

Based on this logic, the experiment was designed to ascertain whether the test group subjects who were exposed to the RGFs after the pre-test interview period showed any significant gains in awareness, knowledge, positive attitude, and behavioural change (i.e., decreased time and money spent playing the VLTs) at post-test. To guide the statistical analysis needed to determine whether these gains were realized, seven hypotheses were posited and subsequently tested, and the conclusions relative to each are presented below.

Hypothesis #1: VLT players in the test group will not be aware of the four new RGFs (i.e., money counter, time clock, pop-up reminders, scrolling 1-800 helpline ad). Hypothesis #1 was rejected because the majority of VLT players were aware of the four new RGFs.

Hypothesis #2: VLT players in the test group will not use the four new RGFs as a strategy to limit the amount of time or money they spend playing. Hypothesis #2 was accepted, given that the majority of VLT players did not use the four new RGFs to limit the amount of time or money they spent playing.

Hypothesis #3: VLT players in the test group will not consider the new RGFs to be effective in helping them keep track of the time/money they spend. Hypothesis #3 must be rejected for the clock and money counter RGFs, but it must be accepted for the pop-up reminders, given that the majority of VLT players found the clock and money counter to be at least somewhat effective, while the majority of VLT players found the pop-up reminders not to be effective, in helping them keep track of time and money.

Hypothesis #4: VLT players in the test group will not have cashed-out and stopped playing as a result of the new RGFs. Hypothesis #4 can be rejected for the money counter given that a majority of players used it to decide to cashout or stop playing, but the null hypothesis must be accepted for the clock and the pop-up menus, given that the majority of VLT players did not cease their play as a result of these RGFs.

Hypothesis #5: VLT players in the test group will gamble with the same frequency and duration of time on the VLTs with new RGFs as they did on the old VLTs without the RGFs. If the test group alone is examined, Hypothesis #5 can be rejected, given the statistically significant reductions in both frequency and duration of play from pre-test to post-test; however, when the control group is included in the analysis, it is found that the control group (i.e., played without new RGFs) reduced their frequency and duration as much as the test group and, therefore, the decline in frequency and duration cannot be attributed to the new RGFs. At this point, we cannot conclude that the new RGFs caused the reduction in frequency and duration of VLT play observed in the test sample because the same reduction was also observed in the control sample that did not play VLTs with the new RGFs.

These results raise the question, why was there a reduction in VLT play frequency and duration over time regardless of the presence or absence of RGFs? While it appears that the RGFs did not have an influence on VLT frequency and duration, there are other possible explanations for this lack of effect, including: (a) a statistical regression to the mean in both groups; (b) different interviewers at pre-test and post-test; (c) different interview method at pre-test (in person) vs. post-test (telephone); (d) low statistical power due to the small sample size in the control group (n=41); and (e) biased sample selection in the post-test due to the fact that the response rate was 50%. That is, 50% of the original control sample could not be contacted at post-test and these non-contacted players may have played differently than the contacted control group players. Of course, it is also possible that, for any number of other reasons (e.g., the unique nature of the Christmas holiday season), VLT players are less likely to spend time and money at play during December/January than in May/June.

Hypothesis #6: VLT players in the test group will spend the same amount of money gambling on the VLTs with the new RGFs as they did on the old VLTs without the RGFs. Hypothesis #6 must be accepted, given the lack of differences between pre-test and post-test on the amount of money spent.

Hypothesis #7: Within the VLT players in the test group, there will be no differences among the four PGSI gambler sub-types for the awareness, knowledge, attitude and behaviour variables analysed. This hypothesis must be accepted for awareness of RGFs, since there were no statistically significant differences among the four gambling subtypes. This hypothesis must also be accepted regarding knowledge of time and money spent, as gained from the new RGFs, and whether players utilized this information to help limit play, since there were no statistically significant differences among the four gambler subtypes. Similarly, this hypothesis must be accepted for player attitudes, as there were no significant differences as to opinions regarding the effectiveness of RGFs. Finally, the hypothesis must be accepted for behaviour/cessation of play due to RGFs, since there were no statistically significant differences among the four PGSI gambler subtypes.

In summary, it may be concluded that the new VLT responsible gaming features, while noticed by the players, do not appear to cause them to reduce or limit their duration of play or the amount of money they spend on VLTs during a session. With the exception of the money counter, players did not find the RGFs to be effective at helping them keep track of time and money spent playing the VLTs. Furthermore, players were rarely influenced to stop play

altogether due to these RGFs. In view of this conclusion, it would be enlightening in Phase II to explore why these RGFs were not effective and to ask players what RGFs, if any, they believe would be more effective.

5. REFERENCES

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Appendix 1
List of Test and Control Sites

**Evaluating VLT Responsible Gaming
Features and Interventions in Alberta**

Test and Control Sites

VENUE NAME	VENUE LOCATION
Test Sites	
Hotel Bowden	Bowden
Pelican Motel	Bowden
Carseland Family Restaurant & Lounge	Carseland
Carseland Hotel	Carseland
Lau's Lounge	Innisfail
Sandy's Restaurant & Bar	Innisfail
Highwayman Motor Inn	Innisfail
Innisfail Hotel	Innisfail
Fox & Hound Lounge	Innisfail
Executive Royal Inn Hotel & Conference Centre	Leduc
Boston Pizza	Leduc
Coyote Club	Leduc
Edmonton International Airport (Team Spirits Sports Bar)	Leduc
Kosmos Restaurant & Lounge	Leduc
Smitty's	Leduc
New Waldorf Hotel	Leduc
Denham Inn	Leduc
Leduc Inn	Leduc
Nisku Truck Stop	Leduc
Mama's Pizza & Pasta	Okotoks
Smitty's Restaurant & Lounge	Okotoks
Bull Pen Pub	Okotoks
In Cahoots	Okotoks
Palavina Bar & Grill	Okotoks
Okotoks Inn	Okotoks
Our Flames Family Restaurant	Olds
Smitty's Family Restaurant	Olds
The Signature Club	Olds
Hay City Saloon	Olds
Sandy's Restaurant & Bar	Olds
Olds Hotel	Olds
Georgio's Restaurant & Lounge	Penhold
Penhold Inn	Penhold
B.P.'s Lounge	St.Albert
O'Maille's Irish Pub	St.Albert
Albert's Family Restaurant	St.Albert
L.B.'s Country Kitchen & Pub	St.Albert
Smitty's Restaurant & Lounge	St.Albert
Little Sicily Zone	St.Albert
Mama Pizza/Lion and Crow Sports Bar	St.Albert
Yesterday's Restaurant & Pub	St.Albert
MVP Sports Bar & Grill	St.Albert
Old Mill Pub	Strathmore
Strathmore Hotel	Strathmore
Strathmore Station Restaurant & Pub	Strathmore
King Edward Hotel	Strathmore
Wheatland County Inn	Strathmore

VENUE NAME	VENUE LOCATION
Control Sites	
New Silver Star Restaurant	Airdrie
Boston Pizza's Lounge	Airdrie
Grumpy's Neighborhood Pub	Airdrie
Paul's Pizza & Steak House	Airdrie
Our Flames Family Restaurant	Airdrie
Old Hotel (The)	Airdrie
One Eyed Jack's Sports Bar & Grill	Airdrie
Best Western Regency Inn	Airdrie
Alix Hotel	Alix
Bashaw Commercial Hotel	Bashaw
Dominion Hotel	Carstairs
Hawks Nest Inn	Cremona
Cremona Hotel	Cremona
Oliver Hotel	Crossfield
JD's Restaurant and JD's Pub	Didsbury
Our Rose Lounge	Didsbury
Didsbury Inn	Didsbury
Donalda Inn	Donalda
Boston Pizza	Ponoka
Crossroads Family Restaurant	Ponoka
Dino's Family Restaurant	Ponoka
The Office Lounge	Ponoka
Riverside Motor Inn	Ponoka
Leland Hotel	Ponoka
John's Place & Jonny's Lounge	Ponoka
Royal Hotel	Ponoka
Nestor's Bullseye Bar & Grill	Sherwood Park
Rosie's In The Park	Sherwood Park
Albert's Homestead Grill	Sherwood Park
Boston Pizza	Sherwood Park
Smilie's Village	Sherwood Park
Willy's Place Dining Room & Lounge	Sherwood Park
Albert's Family Restaurant	Sherwood Park
Sorrentino's In the Park	Sherwood Park
Dragon Steak House	Sherwood Park
Franklin's Inn	Sherwood Park
Bing's Family Restaurant and Lounge	Spruce Grove
Frank's Place Italian Restaurant and Michael's Sports Bar	Spruce Grove
Super Buffet & Top Gun Lounge	Spruce Grove
Boston Pizza	Spruce Grove
Cossack Inn	Spruce Grove
Grove Motor Inn	Spruce Grove
Royal Canadian Legion, Branch No. 59	Stettler
Kowloon Bar & Grill	Stettler
Sylvester's Bar & Grill	Stettler
Rocky Mountain Dining	Stettler
The Town Pump	Stettler
Royal Hotel	Stettler
Stettler Hotel	Stettler
Water Valley Saloon	Water Valley

Appendix 2
RGF Study Codebook – Phase 1 Pre-test

AGLC VLT RGF STUDY
PHASE 1 – PRE-TEST SURVEY
CODEBOOK

Questionnaire Items	SPSS Variable Name	Variable Descriptor
Respondent Identification Number	Baseid	Interviewee ID
	Group	Experimental/control group
Hello, my name is (_____) and I'm a research assistant with Wynne Resources, a professional research firm in Edmonton. On behalf of the Alberta Gaming and Liquor Commission, we are conducting a survey of VLT players throughout Alberta to understand how people play VLT games and to identify ways to help people play for fun and entertainment and discourage excessive play. The survey takes about 15 minutes and your answers are completely confidential. This is an opportunity for you to have input into something that affects you and other Albertans who enjoy playing the VLTs. We would like to get your views by interviewing you twice—once now, and once again in October to see if your views have changed. We will phone you in October to arrange a convenient time for a 15-minute follow-up interview (either in-person or by telephone). To show our appreciation for your time, we are pleased to offer you a $10 gift certificate now for Tim Horton's and another $10 certificate in October. In addition, all study participants' names will be entered into a draw in November for a television set. Are you willing to take part in this survey by being interviewed now and again in October? **If YES, record:** Interviewee's first name _____ Interviewees telephone number _____ **If NO, say** Thank you for your time and have a great day.	Name Primary	Interviewee name Primary phone number

Questionnaire Items	SPSS Variable Name	Variable Descriptor

1a. In the past 3 months, did you play coin slots or VLTs in Alberta casinos?
 	
 1   Coin slots
        1a   Yes
        1b   No
 	
 2   VLTs
        2a   Yes
        2b   No
 	
 8   Don't know
 9   No response
	q01a_mc
	
	 q01a_m1
		Coin slots
		
		 VLTs

1b. When and where did you first start playing the VLTs in Alberta bars or lounges? 1 Year _____ 2 Town/City _____ 3 Bar/lounge_____ 8 Don't know 9 No response	q01b_st_ q01b_s1 q01b_s2	Year Town/City Bar/Lounge
2a. Which VLTs did you prefer playing? 1 VLC (% of time) 2 WMS 200 (% of time) 3 WMS 250 (% of time) 8 Don't know 9 No response Describe reason for <u>VLT</u> preference_____	q02a_mc_ q02a_m1 q02a_m2 q02a_m3 q02a_oe	VLT type preference VLC WMS 200 WMS250 Reason for preference

Questionnaire Items	SPSS Variable Name	Variable Descriptor
2b. Which games on these VLTs did you prefer playing?		
1 VLC		
1a Joker Poker	q02b_yn	Joker Poker
1b Jacks or Better	q02b_y1	Jacks or Better
1c Classic Keno	q02b_y2	Classic Keno
1d Double Loon	q02b_y3	Double Loon
1e Super Eight	q02b_y4	Super Eight
1f Five Reel	q02b_y5	Five Reel
1g Blackjack	q02b_y6	Blackjack
2 WMS 200		
2a Bonus 5 Line	q02b_y7	Bonus 5 Line
2b Jacks or Better	q02b_y8	Jacks or Better
2c Lightning Bars +	q02b_y9	Lightning Bar
2d Deuces Wild	q02b_y10	Deuces Wild
2e 8 Way	q02b_y11	8 Way
2f Lucky Stars 5 Line	q02b_y12	Lucky Stars
2g Keno (reason)	q02b_y13	Keno
3 WMS 250		
3a Bonus 5 Line	q02b_y14	Bonus 5 Line
3b Deuces Wild	q02b_y15	Deuces Wild
3c Jacks or Better	q02b_y16	Jacks or Better
3d Lightning Bars +	q02b_y17	Lightning Bar
3e Super 8 Way	q02b_y18	Super 8 Way
3f Lucky Stars	q02b_y19	Lucky Stars
3g Mystery Treasure	q02b_y20	Mystery Trea.
3h Keno	q02b_y21	Keno
8 Don't know		
9 No response		
Describe reason for <u>GAME</u> preference	q02b_oe	Reason for game preference
3a. In which (town and bar/lounge) did you usually play the VLTs?		
1 Town/City_____	q03a_st	Town/City
2 Bar/lounge_____	q03a_s1	Bar/Lounge
8 Don't know		
9 No response		

Questionnaire Items	SPSS Variable Name	Variable Descriptor
3b. Did you usually play at the same bar/lounge, or at a number of different VLT sites? 1 Same 2 Different (specify number of bars/lounges)_____ 8 Don't know 9 No response	q03b_mc q03b_st	Same venue Specify # venues
4. How often did you play more than one VLT at a time? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q04_mc	Multiple VLTs
5. What day and time of day did you usually play the VLTs? 1 Day (MTWTFSS) 2 Time of day you start_____ 8 Don't know 9 No response	q05_mc q05_yn_m q05_yn_t q05_yn_w q05_yn1 q05_yn_f q05_yn_s q05_yn2 q05_st_m q05_st_t q05_st_w q05_st1 q05_st_f q05_st_s q05_st2 q05_oe_o	Day/Time Day-Mon Day-Tue Day-Wed Day-Thur Day-Fri Day-Sat Day-Sun Time-Mon Time-Tue Time-Wed Time-Thur Time-Fri Time-Sat Time-Sun Other Day/Time

Questionnaire Items	SPSS Variable Name	Variable Descriptor
6a. In the past 3 months, how often did you play the VLTs? 1 Daily 2 2 to 6 times/week 3 About once/week 4 2-3 times/month 5 About once/month 6 0nce or twice in 3 months 8 Don't know 9 No response	q06a_mc	Frequency
6b. On average how many times (per week or month) did you play the VLTs? 1 Times per week_____ 2 Times per month _____ 8 Don't know 9 No response	q06b_mc q06b_n1 q06b_nm	Frequency per week/month Times/week Times/month
7. On average, how long did you spend playing VLTs each time you played? 1 Hours _____ 2 Minutes _____ 8 Don't know 9 No response	q07_mc q07_nm	Duration # Minutes
8. What was the longest amount of time you played VLTs at one sitting? 1 Hours_____ 2 Minutes _____ 8 Don't know 9 No response	q08_mc q08_nm	Longest duration # Minutes
9a. The last time you played VLTs, how much total time did you spend playing the VLTs before leaving the bar/lounge? 1 Hours _____ 2 Minutes _____ 8 Don't know 9 No response	q09a_mc q09a_nm	Total time # Minutes

Questionnaire Items	SPSS Variable Name	Variable Descriptor
9b. Is this amount of time on the VLT more, less or about the same as you intended or wanted to spend? 1 More 2 Less 3 About the same 8 Don't know 9 No response	q09b_mc	Time planned
9c. The last time you played the VLTs, how many times did you do any of the following: 1 Cash out ____ 2 Run credits to zero _____ 3 Take a break _____ 4 Switch machines ____ 8 Don't know 9 No response	q09c_nm q09c_n1 q09c_n2 q09c_n3	Cash out Credits 0 Take break Switch mach
9d. The last time you played the VLTs, how often did you lose track of time while you were playing? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q09d_mc	Lost track of time
10a. In the past 3 months, during a typical session, how much did you usually spend (i.e., out of pocket not counting winnings)? 1 Record amount in dollars _____ 8 Don't know 9 No response	q10a_mc q10a_cr	$ Per session $ Amount
10b. In the past 3 months, how much did you spend in total on VLTs (i.e., out of pocket not counting winnings)? 1 Record amount in dollars _____ 8 Don't know 9 No response	q10b_mc q10b_cr	$ Total $ Amount

Questionnaire Items	SPSS Variable Name	Variable Descriptor
10c. On average, how much did you normally wager each time you played a game?	q10c_mc	Wager amount

1   Maximum amount (% of time)
    2   Minimum amount (% of time)
    3   Average amount (% of time)
    8   Don't know
    9   No response
	q10c_nm
	q10c_n1
	q10c_n2
		Max wager
		Min wager
		Average wager

11. What is the most you won or lost (i.e., after leaving the bar/lounge) on VLTs in a single day?		

1   Won _____
    2   Lost _____
    8   Don't know
    9   No response
	q11_1mc
	q11_cr_w
	q11_2mc
	q11_cr_l
		Won
		$ Won
		Lost
		$ Lost

12a. Did you normally use the bill acceptor only, coins only, or did you use both?	q12a_mc	Use bill acceptor/coins

1   Bill acceptor only
    2   Coins only
    3   Both
    8   Don't know
    9   No response
 	
IF ANSWER IS 2, SKIP TO Q13		

12b. What $ denomination did you usually insert into the bill acceptor when playing VLTs?	q12b_mc	Denomination

1    $5
    2    $10
    3    $20
    4   All above denominations
    8   Don't know
    9 No response		

Questionnaire Items	SPSS Variable Name	Variable Descriptor
13. During a typical session, how often did you use the change machines/staff or ATMs to get money to play the VLTs?		
Change machines/staff	q13_mc_c	Change/staff
1 Never 2 1 to 4 times 3 5 to 9 times 4 10 times or more 8 Don't know 9 No response		
If "2, 3, or 4" specify total $ changed _____	q13_cr_c	$ Changed
ATMs	q13_mc_a	Use ATM
1 Never 2 Once 3 Twice 4 Three times or more 8 Don't know 9 No response		
If "2, 3, or 4" specify total $ withdrawn_____	q13_cr_a	$ ATM
14a. The last time you played, how much money did you put into the VLT when you first started to play?	q14a_mc	$ Start
1 $ amount _____ 8 Don't know 9 No response	q14a_cr	$ Amount
14b. When you finished playing were you up more $ than you put in, down more $, or did you break even?	q14b_mc	$ Finished
1. Up more $ than you put in 2. Broke even 3. Down more $ than you put in 8. Don't know 9. No response **If 2 or 3 selected, skip to Q14d**		

Questionnaire Items	SPSS Variable Name	Variable Descriptor
14c. The last time you played the VLTs, how much money did you walk away with (i.e., over and above the amount you put into the VLT out of your own pocket)?	q14c_mc	$ Winnings

1       $ amount _____
   8   Don't know
   9   No response
	q14c_cr	$ Amount

14d. The last time you played the VLTs, how much money did you spend out-of-pocket (i.e., not counting winnings)?	q14d_mc	$ Losses

1       $ amount _____
   8   Don't know
   9   No response
	q14d_cr	$ Amount

14e. Is this amount more, less or about the same amount you intended or wanted to spend?
 	
   1.   More
   2.   Less
   3.   About the same
   8.   Don't know
   9.   No response
	q14e_mc	$ Planned

14f. The last time you played the VLTs, how often did you lose track of how much money you were spending while you were playing?
 	
   1   Never
   2   Sometimes
   3   Most of the time
   4   Almost always
   8   Don't know
   9   No response
	q14f_mc	Lose track $

Questionnaire Items	SPSS Variable Name	Variable Descriptor
15. In the past 3 months, when you played the VLTs, whom did you normally go with? 1 Alone 2 With spouse or partner 3 With other family members 4 With friends or co-workers 5 With some other individual or group (Specify) _____ 6 More than one of selections above (Specify) _____ 8 Don't know 9 No response	q15_mc q15_st	Co-participant Other CP
16. What is it about gambling on the VLTs that you found attractive? 1 Attractive _____ 2 Nothing is attractive 8 Don't know 9 No response	q16_mc q16_oe	Attractive Describe what attractive
17a. Can you describe the opening screen on the VLT you usually play? 1 Yes 2 No 8 Don't know 9 No response If "yes" describe _____	q17a_mc q17a_oe	VLT screen Describe VLT screen
17b. Can you describe the screen on the VLT game(s) you usually play? 1 Yes 2 No 8 Don't know 9 No response If "yes" describe _____	q17b_mc q17b_oe	Game screen Describe game screen

Questionnaire Items	SPSS Variable Name	Variable Descriptor
18a. Can you describe the sign(s) outside the bar/lounge advertising VLTs? 1 Yes 2 No 8 Don't know 9 No response	q18a_mc	Outside sign
If "yes" describe _____	q18a_oe	Describe outside sign
18b. Can you describe any signs inside the bar/lounge advertising VLTs? 1 Yes 2 No 8 Don't know 9 No response	q18b_mc	Inside sign
If "yes" describe _____	q18b_oe	Describe inside sign
18c. Can you describe any signs inside the bar/lounge that refer to problem gambling? 1 Yes 2 No 8 Don't know 9 No response	q18c_mc	PG sign
If "yes" describe_____	q18c_oe	Describe PG signs
18d. Have you ever noticed AADAC problem gambling posters in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q18d_mc	AADAC poster
If "yes" describe_____	q18d_oe	Describe AADAC poster

Questionnaire Items	SPSS Variable Name	Variable Descriptor
18e. Have you ever noticed the "Prohibition of Granting Credit" sign in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q18e_mc	PGC sign
If "yes," can you describe what it says?_____	q18e_oe	Describe PGC sign
18f. Have you ever noticed the "Duty to Intoxicated Persons Sign" in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q18f_mc	DIP sign
If "yes," can you describe what it says?_____	q18f_oe	Describe DIP sign
18g. Have you ever noticed the sticker on the front of the VLT with the AADAC problem gambling help-line number? 1 Yes 2 No 8 Don't know 9 No response	q18g_mc	Sticker
18h. Have you ever noticed the problem gambling message and AADAC help-line number on the back of the VLT cash-out ticket? 1 Yes 2 No 8 Don't know 9 No response	q18h_mc	Cash-out ticket

Questionnaire Items	SPSS Variable Name	Variable Descriptor
18i. Have you ever noticed any other specific problem gambling messages in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response If "yes" describe_____	q18i_mc q18i_oe	Other PG message Describe Other PG message
19a. Has a bar/lounge server or manager ever cut you off from drinking because they thought you had enough? 1 Yes 2 No 8 Don't know 9 No response	q19a_mc	Cut-off drinking
19b. Has a bar/lounge server or manager ever prevented you from playing the VLTs because they thought you had too much to drink? 1 Yes 2 No 8 Don't know 9 No response	q19b_mc	Cut-off VLTs

19c. Has a bar/lounge server or manager ever talked to you about cutting back on your drinking or VLT play or quitting altogether?
 	
1   Drinking
       1a Never
       1b Cutting back
       1c Quitting
 	
2   VLT play
       2a Never
       2b Cutting back
       2c Quitting
 	
8   Don't know
9   No response
	
	q19c_mc
	
	q19c_m1
		
		Cut-back drinking
		
		Cut-back VLT play

Questionnaire Items	SPSS Variable Name	Variable Descriptor

20a. Did you ever set a dollar budget when playing the VLTs?
 	
  1   Never
  2   Sometimes
  3   Most of the time
  4   Almost always
  8   Don't know
  9   No response
	q20a_mc	$ Budget

20b. Did you have a strategy for sticking to your dollar budget?
 	
  1   Yes
  2   No
  8   Don't know
  9   No response
 	
If "yes" describe_____
	q20b_mc
	
	q20b_oe
		$ Strategy
		
		Describe $ strategy

20c. How often did you spend more than your dollar budget on VLTs?
 	
  1   Never
  2   Sometimes
  3   Most of the time
  4   Almost always
  8   Don't know
  9   No response
	q20c_mc	Over $ budget

21a. Did you ever set a specific amount of time for playing VLTs at a typical session?
 	
  1   Never
  2   Sometimes
  3   Most of the time
  4   Almost always
  8   Don't know
  9   No response
	q21a_mc	Time budget

Questionnaire Items	SPSS Variable Name	Variable Descriptor
21b. Did you have a strategy for sticking to your time limit? 1 Yes 2 No 8 Don't know 9 No response If "yes" describe_____	q21b_mc q21b_oe	Time strategy Describe time strategy
21c. How often did you spend more time than you planned for a VLT session? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q21c_mc	Over time budget
22a. Was there a clock located in or near the area where you usually play VLTs, that you could see while playing? 1 Yes 2 No 8 Don't know 9 No response	q22a_mc	Wall clock
22b. Did you usually wear a wrist watch when you played the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response **If "NO" to 22a or "NEVER" to 22b, skip to Q23a**	q22b_mc	Watch

Questionnaire Items	SPSS Variable Name	Variable Descriptor
22c. How often did you refer to the wall clock or wrist watch while you were playing?		

1   Wall clock
      1a Never
      1b Sometimes
      1c Most of the time
      1d Almost always
      1e Don't know
      1f No response
	q22c_mc	Refer to wall clock

2   Wrist watch
      2a Never
      2b Sometimes
      2c Most of the time
      2d Almost always
      2e Don't know
      2f No response
	q22c_m1	Refer to watch

8 Don't know 9 No response		
22d. Did you ever use the wall clock or wrist watch to help you limit the time you spent playing VLT games?		

1   Wall clock
      1a Never
      1b Sometimes
      1c Most of the time
      1d Almost always
      1e Don't know
      1f No response
	q22d_mc	Clock time strategy

2   Wrist watch
      2a Never
      2b Sometimes
      2c Most of the time
      2d Almost always
      2e Don't know
      2f No response
	q22d_m1	Watch time strategy

8 Don't know 9 No response		

Questionnaire Items	SPSS Variable Name	Variable Descriptor

23a. Did you ever forget family, social, or business appointments or time commitments because you were playing the VLTs?
 	
  1   Never
  2   Sometimes
  3   Most of the time
  4   Almost always
  8   Don't know
  9   No response
	q23a_mc	Forget commitment

23b. Did you ever use the wall clock or wrist watch to remind you of these commitments?
 	
  1   Wall clock
    1a Never
    1b Sometimes
    1c Most of the time
    1d Almost always
    1e Don't know
    1f No response
 	
  2   Wrist watch
    2a Never
    2b Sometimes
    2c Most of the time
    2d Almost always
    2e Don't know
    2f No response
 	
  8   Don't know
  9   No response
	q23b_mc
	
	q23b_m1
		Clock commit strategy
		
		Watch commit strategy

24a. How satisfied were you with the VLT games you played?
 	
  1   Very satisfied
  2   Satisfied
  3   Somewhat satisfied
  4   Not at all satisfied
  8   Don't know
  9   No response
	q24a_mc	Satisfied VLT

Questionnaire Items	SPSS Variable Name	Variable Descriptor
24b. How satisfied were you with the coin changing machines, bill acceptors, and ATMs while you were playing VLTs?		

1   Coin changing machines
     1a Very satisfied
     1b Satisfied
     1c Somewhat satisfied
     1d Not at all satisfied
	q24b_mc	Satisfied coin machine

2   Bill acceptors
     2a Very satisfied
     2b Satisfied
     2c Somewhat satisfied
     2d Not at all satisfied
	q24b_m1	Satisfied bill acceptors

3   ATMs
     3a Very satisfied
     3b Satisfied
     3c Somewhat satisfied
     3d Not at all satisfied
	q24b_m2	Satisfied ATM

8 Don't know 9 No response		
25. How effective were the signs, posters, and stickers in informing you about problem gambling and the 1-800 help line?		

1   Problem gambling
     1a Very effective
     1b Effective
     1c Somewhat effective
     1d Not at all effective
	q25_mc_p	Sign effect

2   1-800 helpline
     2a Very effective
     2b Effective
     2c Somewhat effective
     2d Not at all effective
	q25_mc_h	Helpline effect

8 Don't know 9 No response		

Questionnaire Items	SPSS Variable Name	Variable Descriptor

26a. In the past 3 months, if you experienced a gambling problem while playing the VLTs, did the bar or lounge staff try and help you?
 	
  1   Never experienced a problem
  2   Yes
  3   No
  8   Don't know
  9   No response
 	
If 1 or 3, skip to Q27
	q26a_mc	Staff help

26b. How effective was this help?
 	
  1   Very effective
  2   Effective
  3   Somewhat effective
  4   Not at all effective
  8   Don't know
  9   No response
	q26b_mc	Staff help effect

27. Did the signs, posters, and stickers ever cause you to cash-out and stop playing the VLTs, leave the bar/lounge, or call the help-line?
 	
  1   Never
  2   Stop playing the VLTs
  3   Leave the bar/lounge
  4   Call the 1-800 helpline
  8   Don't know
  9   No response
	q27_yn_n
	q27_yn_s
	q27_yn_l
	q27_yn_h
	q27_yn_d
	q27_yn1
		Cash-out by signs
		
		Never
		Stop
		Leave
		Call
		D.K
		N.R.

28. Did bar/lounge staff comments ever cause you to cash-out and stop playing the VLTs, leave the bar/lounge, or call the help-line?
 	
  1   Never
  2   Stop playing the VLTs
  3   Leave the bar/lounge
  4   Call the 1-800 helpline
  8   Don't know
  9   No response
	q28_yn_n
	q28_yn_s
	q28_yn_l
	q28_yn_h
	q28_yn_d
	q28_yn1
		Cash-out by staff comment
		
		Never
		Stop
		Leave
		Call
		D.K
		N.R.

Questionnaire Items	SPSS Variable Name	Variable Descriptor
29. When you played the VLTs, how often did you feel you were in control of your gambling behaviour? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q29_mc	Control
30. How often did you bet more than you could really afford to lose on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q30_mc	Bet more than could afford
31. How often did you bet or spend more money than you wanted to on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q31_mc	Bet more than wanted
32. How often did you need to gamble with larger amounts of money on VLTs to get the same feeling of excitement? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q32_mc	Wager larger amounts

Questionnaire Items	SPSS Variable Name	Variable Descriptor
33. How often did you go back another day to try to win back the money you lost on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q33_mc	Chasing loses
34. How often did you borrow money or sell anything to get money to gamble on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q34_mc	Borrow
35. How often did you lie to family members or others to hide your VLT gambling? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q35_mc	Lying
36. How often have people criticized your betting on VLTs or told you that you had a gambling problem, regardless of whether or not you thought it was true? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q36_mc	Criticism

Questionnaire Items	SPSS Variable Name	Variable Descriptor
37. How often have you felt guilty about the way you gamble or what happens when you gamble on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q37_mc	Felt guilty
38. How often has VLT gambling caused you any health problems, including stress or anxiety? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q38_mc	Health problems
39. How often has your VLT gambling caused any financial problems for you or your household? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q39_mc	Financial problems
40. How often have you felt you were having a personal crisis while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q40_mc	Crisis

Questionnaire Items	SPSS Variable Name	Variable Descriptor
41. How often have you felt that you might have a problem with gambling on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q41_mc	Felt problem
42. How often have you felt like you would like to stop gambling on VLTs, but you didn't think you could? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q42_mc	Want to stop
43. Have you ever sought help for a gambling problem? (identify source)? 1 Yes 2 No 8 Don't know 9 No response If "yes" describe source_____	q43_mc q43_oe	Sought help Describe help-seeking
44. Do you smoke while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q44_mc	Smoke

Questionnaire Items	SPSS Variable Name	Variable Descriptor
45. Have you consumed alcohol or used drugs while playing the VLTs?		
1 Alcohol 1a Never 1b Sometimes 1c Most of the time 1d Almost always	q45_a_mc	Drink alcohol
2 Drugs 2a Never 2b Sometimes 2c Most of the time 2d Almost always	q45_d_mc	Use drugs
8 Don't know 9 No response		
If "yes" to drugs, describe type_____	q45_oe	Describe drugs
46. Have you played the VLTs while drunk or high?	q46_mc	Played VLTs while high
1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response		
47. Have you ever felt you might have an alcohol or drug problem?		
1 Alcohol 1a Never 1b Sometimes 1c Most of the time 1d Almost always	q47_a_mc	Felt alcohol problem

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Questionnaire Items	SPSS Variable Name	Variable Descriptor

2   Drugs
    2a Never
    2b Sometimes
    2c Most of the time
    2d Almost always
 	
8   Don't know
9   No response
	q47_d_mc	Felt drug problem

If "yes" to drug problem, describe type_____	q47_oe	Describe drug problem

48.   Have you ever sought help for an alcohol or drug problem?
 	
1   Alcohol
    1a Yes
    1b No
	q48_a_mc	Help for alcohol

2 Drugs
    2a Yes
    2b No
 	
8   Don't know
9   No response
	q48_d_mc	Help for drugs

If "yes" to either, describe source_____	q48_oe	Describe help source
49. What is your community of residence? 1 City/Town _____ 9 No response	q49_st	Community
50. What is your postal code? 1 Postal Code _____ 8 Don't know 9 No response	q50_st	Postal code
51. In what year were you born? 1 Year _____ 9 No response	q51_st	Birth date

Questionnaire Items	SPSS Variable Name	Variable Descriptor
52. Gender 1 Male 2 Female 9 No response	q52_mc	Gender
53. What is your current marital status? 1 Single, never married 2 Married 3 Common-law 4 Divorced or separated 5 Widowed 9 No response	q53_mc	Marital status
54. What is the highest level of education you completed? 1 No schooling 2 Some elementary school 3 Completed elementary school 4 Some high school/junior high 5 Completed high school 6 Some community college 7 Some technical school 8 Completed community college (e.g., certificate, diploma) 9 Completed technical school (e.g., certificate, diploma) 10 Some University 11 Completed Bachelor's Degree (Arts, Science, Engineering, etc.) 12 Completed Master's degree: MA, MSc, MLS, MSW, etc. 13 Completed Doctoral Degree: PhD, "doctorate" 14 Professional Degree (Law, Medicine, Dentistry) 99 No response	q54_mc	Education level

Questionnaire Items	SPSS Variable Name	Variable Descriptor
55. Which of the following best describes your current employment status? 1 Employed full-time (30 or more hours/week) 2 Employed part-time (less than 30) 3 Unemployed (out of work but looking for work) 4 Student employed (part-time or full-time) 5 Student not employed 6 Retired 7 Homemaker 8 Other (specify): _____ 88 Don't know 99 No response	q55_mc q55_st	Employment status Other employment status
56. What is your current occupation (i.e., the type of work you do)? 1 Occupation _____ 8 Don't know 9 No response	q56_mc q56_st	Occupation Describe occupation
57. Which of the following broad income categories best describes your total annual household income (i.e., everyone combined before taxes)? 1 Under $20,000 2 $20,000 – 29,999 3 $30,000 – 39,999 4 $40,000 – 49,999 5 $50,000 – 59,999 6 $60,000 – 69,999 7 $70,000 – 79,999 8 $80,000 – 89,999 9 $90,000 – 99,999 10 $100,000 – 119,999 11 $120,000 – 149,999 12 More than $150,000 88 Don't know 99 No response	q57_mc	Annual income
58. What nationality, racial or ethnic group do you consider yourself to be a member of? 1 Ethnic group _____ 8 Don't know 9 No response	q58_st	Ethnicity

Questionnaire Items	SPSS Variable Name	Variable Descriptor
59. Including yourself, how many people live in your household? 1 Live alone 2 2 people 3 3 people 4 4 people 5 5 or more people 8 Don't know 9 No response **If 1, skip to Q 62**	q59_mc	# People in household
60. Are there any other adults in your household, 18 years of age or older, who play VLTs? 1 Yes 2 No 8 Don't know 9 No response If "yes", identify who_____	q60_mc q60_oe	Other VLT players over 18 Identify relationship
61. How many children in your household are under 18 years of age? 1 None 2 1 person 3 2 people 4 3 people 5 4 or more people 8 Don't know 9 No response	q61_mc	# Children under 18
62. Do you have any suggestions for improving VLT problem gambling signage in the bars/lounges? 1 Yes 2 No 8 Don't know 9 No response If "yes," describe_____	q62_mc q62_oe	Suggestions for signs Describe sign suggestion

Questionnaire Items	SPSS Variable Name	Variable Descriptor
63. Do you have any suggestions for bar/lounge staff to help VLT players experiencing a problem? 1 Yes 2 No 8 Don't know 9 No response	q63_mc	Suggestions for staff help
If "yes," describe	q63_oe	Describe suggestions for staff help
64. Do you have any other suggestions for helping VLT players experiencing a problem? 1 Yes 2 No 8 Don't know 9 No response	q64_mc	Other suggestions
If "yes," describe_____	q64_oe	Describe other suggestions
THIS IS THE END OF THE SURVEY. I WOULD LIKE TO THANK YOU FOR YOUR TIME. REMEMBER, WE WILL PHONE YOU AGAIN IN OCTOBER TO CONDUCT A FOLLOW-UP INTERVIEW. WE WILL ALSO GIVE YOU ANOTHER GIFT CERTIFICATE AT THAT TIME AND ENTER YOUR NAME IN THE DRAW FOR THE (_____). COULD I PLEASE CONFIRM YOUR TELEPHONE NUMBER? (_____)	primary2	Confirm primary phone number
IS THERE ANOTHER TELEPHONE NUMBER WHERE WE CAN REACH YOU? (_____)	alternat	Secondary phone number
HERE IS OUR CARD WITH OUR TOLL-FREE NUMBER, AND IF YOU CHANGE PHONE NUMBERS, WE WOULD REALLY APPRECIATE IT IF YOU WOULD CALL AND LET US KNOW. Interviewer's Name _____ Town _____ Bar/Lounge _____	interviewer town bar	Interviewer Town/City Bar/Lounge

Appendix 3
RGF Study Codebook – Phase 1 Post-test

AGLC VLT RGF STUDY
PHASE 1 – POST-TEST SURVEY
CODEBOOK

Questionnaire Items	SPSS Variable Name	Variable Descriptor
Interviewee Identification Number	Respnum$ Baseid	PRL ID Pre-test Interviewee ID
May I please speak to (first name of pre-test respondent)? Hello, my name is (_____) and I'm a research assistant with the Population Research Lab at the University of Alberta. We are conducting a study on behalf of the Alberta Gaming and Liquor Commission to understand how people play VLTs and to identify ways to help people play for fun and entertainment while discouraging excessive play. Press "1" to continue The RESTART INTRODUCTION May I please speak to **(first name of pre-test respondent)**? I am calling back to finish a survey that we had previously started. QUESTION Intro2 You may recall that last May (2003), you were interviewed by ***<name of interviewer>*** in the ***<name of bar/lounge in city/town>*** and you agreed to be interviewed a second time this fall. I am now calling to conduct the second interview. Every one who completes this follow-up interview will be entered into a December draw for a 32 inch Sony television set. Three hundred Albertans participated in the first interview round, so your odds of winning the TV are 1 in 300. The survey will take about 20 to 25 minutes to complete, depending on how many of the questions apply to you. Would now be a convenient time to interview you? 1.... Yes- Continue No - Ctrl-end code disposition as refusal or callback arrange time for callback	Name 2	Interviewee Name

QUESTION FOIPP

Before we start, I would like to assure you that your participation in this interview is voluntary and that any information you provide will be kept completely confidential and will not be given to the Alberta Gaming and Liquor Commission or the government. If there are any QUESTIONs you do not wish to answer, please let me know and we'll go on to the next QUESTION. You, of course, have the right to end this interview at any time. The information we are requesting in this interview is protected under the Freedom of Information and Protection of Privacy Act and will be used only for research purposes.

If you have any questions about this study, please feel free to contact Dr. Harold Wynne, Principal Investigator, toll-free at 1-877-712-3335.

<div align="center">Press "1" to continue</div>

(Note: Government refers to any level of government.)
Enter Start Time

There are no right or wrong answers to these QUESTIONs, so please be as honest and candid as possible.

Questionnaire Items	SPSS Variable Name	Variable Descriptor
1. In the past 6 months, have you ever played the new VLTs in Alberta (describe these)? 1 Yes 3 No 10 Don't know 11 No response	q01_2	New VLT
2a. Which VLTs did you prefer playing? 4 Old VLTs 5 New VLTs 6 No preference 8 Don't know 10 No response	q02a_2	VLT type preference
2aa. Could you describe the reasons for your VLT preference?	q02aa_2	Reason for VLT preference
2b. Do you have a preferred game you play on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q02b_2	VLT game preference
2bb. What game is it (name)?	q02bb_2	Name game preference
3a. In which (town and bar/lounge) did you usually play the VLTs? Town/City_____ Bar/lounge_____ Don't know No response	q03at1_2 q03at2_2 q03at3_2 q03ab1_2 q03ab2_2 q03ab3_2	Town/City 1st response 2nd response 3rd response Bar/Lounge 1st response 2nd response 3rd response

Questionnaire Items	SPSS Variable Name	Variable Descriptor
3b. Did you usually play at the same bar/lounge, or at a number of different VLT sites?	q03b_2	Same venue

5   Same
    6   Different (specify number of bars/lounges)_____
    8   Don't know
    9.   No response
	q03bs_2	Specify # venues

4. How often did you play more than one VLT at a time?
 	
    1   Never
    2   Sometimes
    3   Most of the time
    4   Almost always
    8   Don't know
    9   No response
	q04_2	Multiple VLTs

5. What day(s) and time(s) of day did you usually play the VLTs? Monday Start Time _____ Tuesday Start Time _____ Wednesday Start Time _____ Thursday Start Time _____ Friday Start Time _____ Saturday Start Time _____ Sunday Start Time _____ Other (specify) Start Time _____ Don't know	 q05tm_2 q05tt_2 q05tw_2 q05tr_2 q05tf_2 q05ts_2 q05tn_2 q05o_2 q05dk_2	 Time-Mon Time-Tue Time-Wed Time-Thu Time-Fri Time-Sat Time-Sun Other Don't know

6. In the past 6 months, how often did you play the VLTs?
 	
    1   Daily
    2   2 to 6 times/week
    3   About once/week
    4   2-3 times/month
    5   About once/month
    6   0nce or twice in 6 months
    8   Don't know
    9   No response
	q06_2	Frequency

7. On average, how long did you spend playing VLTs each time you played?
 	
    3   Minutes_____
   -1   Don't know
   -2   No response
	q07_2	Duration

Questionnaire Items	SPSS Variable Name	Variable Descriptor
8. What was the longest amount of time you played VLTs at one sitting? 1 Minutes_____ -1 Don't know -2 No response	q08_2	Longest duration
9. The last time you played the VLTs, how much total time did you spend playing before leaving the bar/lounge? 1 Minutes_____ -1 Don't know -2 No response	q09_2	Total time
10. Is this amount of time on the VLTs more, less or about the same as you intended or wanted to spend? 5 More 6 Less 7 About the same 8 Don't know 9 No response	q10_2	Time planned
11. The last time you played the VLTs, how many times did you do any of the following: 1 Cash out ____ 2 Run credits to zero _____ 3 Take a break _____ 8 Switch machines ____ -1 Don't know -2 No response	q11c_2 q11z_2 q11b_2 q11s_2	Cash out Credits to 0 Take Break Switch VLTs

Questionnaire Items	SPSS Variable Name	Variable Descriptor
12. The last time you played the VLTs, how often did you lose track of time while you were playing? 1. Never 2. Sometimes 3. Most of the time 4. Almost always 8. Don't know 9. No response	q12_2	Lost track of time
13a. In the past 6 months, during a typical session, how much did you usually spend (i.e., out of pocket not counting winnings)? 1. Record amount in dollars _____ -1. Don't know -2. No response	q13a_2	$ Per session
13b. In the past 6 months, how much did you spend in total on VLTs (i.e., out of pocket not counting winnings)? 1. Record amount in dollars _____ -1. Don't know -2. No response	q13b_2	$ Total
13c. On average, how often did you normally wager the MAXIMUM AMOUNT when you played a game? 4 Never 5 Sometimes 6 Most of the time 7 Almost always 10 Don't know 11 No response	q13c_2	Max wager

Questionnaire Items	SPSS Variable Name	Variable Descriptor

13cc. On average, how often did you normally wager the MINIMUM AMOUNT when you played a game?
 	
    a. Never
    b. Sometimes
    c. Most of the time
    d. Almost always
8   Don't know
9   No response
	q13cc_2	Min wager

13ccc. On average do you normally wager another amount? 1 Never 2 Sometimes (specify amount) $_____ 3 Most of the time (specify amount) $_____ 4 Almost always (specify amount) $_____ 8 Don't know 9 No response	q13ccc_2 q13ca_2	Other amount wagered Amount
14. What is the most you won on a single day and what is the most you lost on a single day on VLTs? (i.e., when you left the bar/lounge) 3 Won (specify amount) Total $_____ 4 Lost (specify amount) Total $_____ -1 Don't know -2 No response	 q14w_2 q14l_2	 $ Won $ Lost
15a. Did you normally use the bill acceptor only, coins only, or did you use both? 1 Bill acceptor only 2 Coins only 3 Both 10 Don't know 11 No response	q15a_2	Use bill acceptor/coins

Questionnaire Items	SPSS Variable Name	Variable Descriptor
15b. What $ denomination did you usually insert into the bill acceptor when playing VLTs? 5　　$5 6　　$10 7　　$20 8　　All above denominations 10　　Don't know 11　　No response	q15b_2	Denomination
16a. During a typical session, how often did you use the change machines/staff to get money to play the VLTs? 1　　Never 2　　1 to 4 times _____ total $ changed 3　　5 to 9 times _____ total $ changed 4　　10 times or more _____ total $ changed -1　　Don't know -2　　No response	q16a_2 q16ac_2	Change/staff $ Changed
16b. During a typical session, how often did you use the ATMs to get money to play the VLTs? 1　　Never 2　　1 to 4 times _____ total $ changed 3　　5 to 9 times _____ total $ changed 4　　10 times or more _____ total $ changed -1　　Don't know -2　　No response	q16b_2 q16ba_2	Use ATM $ ATM
17. The last time you played, how much money did you put into the VLT when you first started to play? 2　　$ amount _____ -1　　Don't know -2　　No response	q17_2	$ Start
18. When you finished playing were you up more $ than you put in, down more $, or did you break even? 4.　　Up more $ than you put in 5.　　Broke even 6.　　Down more $ than you put in 10.　　Don't know 11.　　No response	q18_2	$ Finished

Questionnaire Items	SPSS Variable Name	Variable Descriptor
19. The last time you played the VLTs, how much money did you walk away with (i.e., over and above the amount you put into the VLT out of your own pocket)? 1 $ amount _____ -1 Don't know -2 No response	q19_2	$ Winnings
20. The last time you played the VLTs, how much money did you spend out-of-pocket (i.e., not counting winnings)? 2 $ amount _____ -1 Don't know -2 No response	q20_2	$ Losses
21. Is this amount more, less or about the same amount you intended or wanted to spend? 4. More 5. Less 6. About the same 10. Don't know 11. No response	q21_2	$ Planned
22. The last time you played the VLTs, how often did you lose track of how much money you were spending while you were playing? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q22_2	Lose track $

Questionnaire Items	SPSS Variable Name	Variable Descriptor
23. In the past 6 months, when you played the VLTs, whom did you normally go with? 1 Alone 2 With spouse or partner 3 With other family members 4 With friends or co-workers 9 With some other individual or group (Specify) _____ 6 More than one of selections above (Specify) _____ 8 Don't know 9 No response	q23_2 q23so_2	Co-participant Other CP1
24. What is it about gambling on the VLTs that you found attractive? 1 Attractive _____ 2 Nothing is attractive 10 Don't know 9 No response	q24_2 q24d_2	Attractive Describe what is attractive
25a. Can you describe the opening screen on the VLT machine you usually play? 1 Yes 2 No 8 Don't know 9 No response	q25a_2	VLT screen
25aa. What did the opening screen look like	q25aa_2	Describe VLT screen
25b. Can you describe the gaming screen on the VLT game(s) you usually play? 1 Yes 2 No 8 Don't know 9 No response	q25b_2	Game screen
25bb What does the screen look like on the game you usually play?	q25bb_2	Describe game screen

Questionnaire Items	SPSS Variable Name	Variable Descriptor
26a. Can you describe any sign(s) outside the bar/lounge advertising VLTs? 1 Yes 2 No 8 Don't know 9 No response	q26a_2	Outside sign
26aa. What does the sign look like?	q26aa_2	Describe outside sign
26b. Can you describe any signs inside the bar/lounge advertising VLTs? 1 Yes 2 No 8 Don't know 9 No response	q26b_2	Inside sign
26bb. What do the ad signs look like?	q26bb_2	Describe inside sign
26c. Can you describe any signs inside the bar/lounge that refer to problem gambling? 1 Yes 2 No 8 Don't know 9 No response	q26c_2	PG sign
26cc. What do the problem gambling signs look like?	q26cc_2	Describe PG signs
26d. Have you ever noticed AADAC problem gambling posters in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q26d_2	AADAC poster
26dd. What do the AADAC posters say?	q26dd_2	Describe AADAC poster

Questionnaire Items	SPSS Variable Name	Variable Descriptor
26e. Have you ever noticed the "Prohibition of Granting Credit" sign in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q26e_2	PGC sign
26ee. Can you describe what it says?	q26ee_2	Describe PGC sign
26f. Have you ever noticed the "Duty to Intoxicated Persons Sign" in the bar/lounge? 1 Yes 2 No 8 Don't know 11 No response	q26f_2	DIP sign
26ff. Can you describe what the sign says?	q26ff_2	Describe DIP sign
26g. Have you ever noticed the sticker on the front of the VLT with the AADAC problem gambling help-line number? 1 Yes 2 No 8 Don't know 9 No response	q26g_2	Sticker
26h. Have you ever noticed the problem gambling message and AADAC help-line number on the back of the VLT cash-out ticket? 1 Yes 2 No 8 Don't know 9 No response	q26h_2	Cash-out ticket

Questionnaire Items	SPSS Variable Name	Variable Descriptor
26i. Have you ever noticed any other specific problem gambling messages in the bar/lounge? 1 Yes 2 No 8 Don't know 9 No response	q26i_2	Other PG message
26ii. Can you describe these messages?	q26ii_2	Describe other PG message
27a. Have you ever noticed the time clock on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27a_2	Time clock
27b. Have you ever noticed the money counter on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27b_2	Money counter
27c30. Have you ever noticed the 30 minute pop-up menus on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27c3_2	30 pop-up
27c60. Have you ever noticed the 60 minute pop-up menus on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27c6_2	60 pop-up

Questionnaire Items	SPSS Variable Name	Variable Descriptor
27c90. Have you ever noticed the 90 minute pop-up menus on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27c9_2	90 pop-up
27d. Have you ever noticed the problem gambling banner ads on the VLTs? 1 Yes 2 No 8 Don't know 9 No response	q27d_2	Banner ad
28a. Has a bar/lounge server or manager ever cut you off from drinking because they thought you had enough? 1 Yes 2 No 8 Don't know 9 No response	q28a_2	Cut-off drinking
28b. Has a bar/lounge server or manager ever prevented you from playing the VLTs because they thought you had too much to drink? 1 Yes 2 No 8 Don't know 9 No response	q28b_2	Cut-off VLTs
28c. Has a bar/lounge server or manager ever talked to you about cutting back on your drinking or quitting altogether? 1 Never 2 Cutting back 3 Quitting 8 Don't know 9 No response	q28c_2	Cut-back drinking

Questionnaire Items	SPSS Variable Name	Variable Descriptor
28cc. Has a bar/lounge server or manager ever talked to you about cutting back on your VLT play or quitting altogether? 1 Never 2 Cutting back 3 Quitting 8 Don't know 9 No response	q28cc_2	Cut-back VLT play
29a. Did you ever set a dollar budget when playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q29a_2	$ Budget
29b. Did you have a strategy for sticking to your dollar budget? 1 Yes 2 No 8 Don't know 9 No response	q29b_2	$ Strategy
29 bb. Can you describe that strategy?	q29bb_2	Describe $ strategy
29c. How often did you spend more than your dollar budget on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q29c_2	Over $ budget

Questionnaire Items	SPSS Variable Name	Variable Descriptor
30a. How often did you refer to the dollar counter while you were playing? 1 Never played VLT with dollar counter 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q30a_2	Refer $ counter
30b. Did you ever use the VLT dollar counter to help you limit the money you spend playing VLT games? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q30b_2	$ Counter strategy
31a. Did you ever set a specific amount of time for playing VLTs at a typical session? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q31a_2	Time budget
31b. Did you have a strategy for sticking to your time limit? 1 Yes 2 No 8 Don't know 9 No response	q31b_2	Time strategy
31bb. Could you describe your strategy for sticking to your time limit?	q31bb_2	Describe time strategy

Questionnaire Items	SPSS Variable Name	Variable Descriptor

31c. How often did you spend more time than you planned for a VLT session?
 	
   1   Never
   2   Sometimes
   3   Most of the time
   4   Almost always
   8   Don't know
   9   No response
	q31c_2	Over time budget

32a. Was there a clock located in or near the area where you usually play VLTs, that you could see while playing?
 	
   1   Yes
   2   No
   8   Don't know
   9   No response
	q32a_2	Wall clock

32b. Did you usually wear a wrist watch when you played the VLTs?
 	
   1   Never
   2   Sometimes
   3   Most of the time
   4   Almost always
   8   Don't know
   9   No response
	q32b_2	Watch

32c. How often did you refer to the wall clock while you were playing?
 	
   1   There was no wall clock
   2   Never
   3   Sometimes
   4   Most of the time
   5   Almost always
   8   Don't know
   9   No response
	q32c_2	Refer to wall clock

Questionnaire Items	SPSS Variable Name	Variable Descriptor
32cc. How often did you refer to your wrist watch while you were playing? 1 Don't wear a wrist watch 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q32cc_2	Refer to watch
32ccc. How often did you refer to the clock on the VLT while you were playing? 1 Never played VLT with clock 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q32ccc_2	Refer to VLT clock
32d. Did you ever use the wall clock to help you limit the time you spent playing VLT games? 1 There was no wall clock 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q32d_2	Clock time strategy

Questionnaire Items	SPSS Variable Name	Variable Descriptor

32dd. Did you ever use your wrist watch to help you limit the time you spent playing VLT games?
 	
   1   Don't wear a wrist watch
   2   Never
   3   Sometimes
   4   Most of the time
   5   Almost always
   8   Don't know
   9   No response
	q32dd_2	Watch time strategy

32ddd.
    Did you ever use the VLT clock to help you limit the time you spent playing VLT games?
 	
   1   Never played VLT with clock
   2   Never
   3   Sometimes
   4   Most of the time
   5   Almost always
   8   Don't know
   9   No response
	q32ddd_2	VLT time strategy

32e. Did you ever use the 30 minute pop-up reminders to help you limit the time you spend playing VLTs?
 	
   1   Never
   2   Sometimes
   3   Most of the time
   4   Almost always
   8   Don't know
   9   No response
	q32e_2	30 time strategy

Questionnaire Items	SPSS Variable Name	Variable Descriptor
32ee. Did you ever use the 60 minute pop-up reminders to help you limit the time you spend playing VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q32ee_2	60 time strategy
32eee. Did you ever use the 90 minute pop-up reminders to help you limit the time you spend playing VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q32eee_2	90 time strategy
33a. Did you ever forget family, social, or business appointments or time commitments because you were playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q33a_2	Forget commitment
33b. Did you ever use the wall clock to remind you of these commitments? 1 There was no wall clock 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q33b_2	Clock commit strategy

Questionnaire Items	SPSS Variable Name	Variable Descriptor
33bb. Did you ever use your wrist watch to remind you of these commitments? 1 Don't wear a wrist watch 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q33bb_2	Watch commit strategy
33bbb. Did you ever use the clock on the VLT to remind you of these commitments? 1 Never played VLT with clock 2 Never 3 Sometimes 4 Most of the time 5 Almost always 8 Don't know 9 No response	q33bbb_2	VLT commit strategy
33c. Did you ever use the 30 minute VLT pop-up reminders to remind you of these commitments? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q33c_2	30 commit strategy
33cc. Did you ever use the 60 minute VLT pop-up reminders to remind you of these commitments? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q33cc_2	60 commit strategy

Questionnaire Items	SPSS Variable Name	Variable Descriptor
33ccc. Did you ever use the 90 minute VLT pop-up reminders to remind you of these commitments? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q33ccc_2	90 commit strategy
34a. How satisfied were you with the old VLT machines you played? 1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not at all satisfied 8 Don't know 9 No response	q34a_2	Satisfied old VLT
34aa. How satisfied were you with the new VLT machines you played? 1 Never played the new VLTs 2 Very satisfied 3 Satisfied 4 Somewhat satisfied 5 Not at all satisfied 8 Don't know 9 No response	q34aa_2	Satisfied new VLT
34b. How satisfied were you with the clock on the VLT? 1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not at all satisfied 8 Don't know 9 No response	q34b_2	Satisfied clock

Questionnaire Items	SPSS Variable Name	Variable Descriptor
34bb. How satisfied were you with the money counter display? 1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not at all satisfied 8 Don't know 9 No response	q34bb_2	Satisfied $ counter
34bbb. How satisfied were you with the Pop-up reminders (30, 60, 90 minute)? 1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not at all satisfied 8 Don't know 9 No response	q34bbb_2	Satisfied pop-up
34bbbb. How satisfied were you with the Problem Gambling banner ads? 1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not at all satisfied 8 Don't know 9 No response	34bbbb_2	Satisfied banner ad
34c. Did the clock on the VLT interfere with your enjoyment of the VLT games you played? 1 Yes 2 No 8 Don't know 9 No response	q34c_2	Clock interfere

Questionnaire Items	SPSS Variable Name	Variable Descriptor
34cc. Did the money counter display interfere with your enjoyment of the VLT games you played? 1 Yes 2 No 8 Don't know 9 No response	q34cc_2	$ Counter interfere
34ccc. Did the Pop-up reminders interfere with your enjoyment of the VLT games you played? 1 Yes 2 No 8 Don't know 9 No response	q34ccc_2	Pop-ups interfere
34cccc. Did the problem gambling banner ads interfere with your enjoyment of the VLT games you played? 1 Yes 2 No 8 Don't know 9 No response	34cccc_2	Banner ads interfere
35a. How effective was the clock on the VLTs in helping you keep track of time spent while you were playing VLTs? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q35a_2	Clock effect

Questionnaire Items	SPSS Variable Name	Variable Descriptor
35b. How effective was the 30 minute pop-up reminder in helping you keep track of time spent while you were playing VLTs? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q35b_2	30 effect
35c. How effective was the 60 minute pop-up reminder in helping you keep track of time spent while you were playing VLTs? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q35c_2	60 effect
35d. How effective was the 90 minute pop-up reminder in helping you keep track of time spent while you were playing VLTs? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q35d_2	90 effect
35e. How effective was the money counter display in helping you keep track of money spent while you were playing VLTs? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q35e_2	Counter effect

Questionnaire Items	SPSS Variable Name	Variable Descriptor
36a. How effective were the signs, posters, and stickers in informing you about problem gambling? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q36a_2	Sign effect
36b. How effective were the signs, posters, and stickers in informing you about the 1-800 help line? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q36b_2	Helpline effect
37a. In the past 6 months, if you experienced a personal gambling problem while playing the VLTs, did the bar or lounge staff try and help you? 4 Never experienced a problem 5 Yes 6 No 10 Don't know 11 No response	q37a_2	Staff help
37b. How effective was this help? 1 Very effective 2 Effective 3 Somewhat effective 4 Not at all effective 8 Don't know 9 No response	q37b_2	Staff help effect

Questionnaire Items	SPSS Variable Name	Variable Descriptor
38. Has the amount of $$ displayed in the VLT money counter ever caused you to cash-out and (stop playing the VLT/leave the premises)? 1 Never played VLT with money counter 2 Caused you to cash-out 3 Stop playing the VLTs 4 Leave the bar/lounge 5 Never (Did those things) 8 Don't know 9 No response	q38_2	Cash-out by $ counter
39. Has the time clock display ever caused you to cash-out and (stop playing the VLT/leave the premises)? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 8 Don't know 9 No response	q39_2	Cash-out by time clock
40a. Have the 30 minute pop-up reminders ever caused you to cash-out and (stop playing the VLTs/leave the premises)? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 8 Don't know 9 No response	q40a_2	Cash-out by 30 pop-up
40b. Have the 60 minute pop-up reminders ever caused you to cash-out and (stop playing the VLTs/leave the premises)? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 8 Don't know 9 No response	q40b_2	Cash-out by 60 pop-up

Questionnaire Items	SPSS Variable Name	Variable Descriptor
40c. Have the 90 minute pop-up reminders ever caused you to cash-out and (stop playing the VLTs/leave the premises)? 1 Never 3 Stop playing the VLTs 4 Leave the bar/lounge 8 Don't know 9 No response	q40c_2	Cash-out by 90 pop-up
41. Have the problem gambling banner ads on the VLTs ever caused you to cash-out and (stop playing the VLTs/leave the premises)? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 8 Don't know 9 No response	q41_2	Cash-out by banner ad
42. Did the signs, posters, and stickers ever cause you to cash-out and stop playing the VLTs, leave the bar/lounge, or call the help-line? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 4 Call the 1-800 helpline 8 Don't know 9 No response	q42_2	Cash-out by signs
43. Did bar/lounge staff comments ever cause you to cash-out and stop playing the VLTs, leave the bar/lounge, or call the help-line? 1 Never 2 Stop playing the VLTs 3 Leave the bar/lounge 4 Call the 1-800 helpline 8 Don't know 9 No response	q43_2	Cash-out by staff comment

Questionnaire Items	SPSS Variable Name	Variable Descriptor
44. When you played the VLTs, how often did you feel you were in control of your gambling behaviour? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q44_2	Control
45. How often did you bet more than you could really afford to lose on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q45_2	Bet more than could afford
46. How often did you bet or spend more money than you wanted to on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q46_2	Bet more than wanted
47. How often did you need to gamble with larger amounts of money on VLTs to get the same feeling of excitement? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q47_2	Wager larger amounts

Questionnaire Items	SPSS Variable Name	Variable Descriptor
48. How often did you go back another day to try to win back the money you lost on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q48_2	Chasing losses
49. How often did you borrow money or sell anything to get money to gamble on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q49_2	Borrow
50. How often did you lie to family members or others to hide your VLT gambling? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q50_2	Lying
51. How often have people criticized your betting on VLTs or told you that you had a gambling problem, regardless of whether or not you thought it was true? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q51_2	Criticism

Questionnaire Items	SPSS Variable Name	Variable Descriptor
52. How often have you felt guilty about the way you gamble or what happens when you gamble on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q52_2	Felt guilty
53. How often has VLT gambling caused you any health problems, including stress or anxiety? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q53_2	Health problems
54. How often has your VLT gambling caused any financial problems for you or your household? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q54_2	Financial problems
55. How often have you felt you were having a personal crisis while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q55_2	Crisis

Questionnaire Items	SPSS Variable Name	Variable Descriptor
56. How often have you felt that you might have a problem with gambling on VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q56_2	Felt problem
57. How often have you felt like you would like to stop gambling on VLTs, but you didn't think you could? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q57_2	Want to stop
58a. Have you ever sought help for a gambling problem? 1 Yes 2 No 8 Don't know 9 No response	q58a_2	Sought help
58b. What kind of help did you seek?	q58b_2	Describe help-seeking
59. Do you smoke while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q59_2	Smoke

Questionnaire Items	SPSS Variable Name	Variable Descriptor
60a. Have you consumed alcohol while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q60a_2	Drink alcohol
60b. Have you consumed drugs while playing the VLTs? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q60b_2	Use drugs
60c. What kind of drugs did you consume while playing VLTs?	q60c_2	Describe drugs
61. Have you played the VLTs while drunk or high? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q61_2	Played VLTs while high
62a. Have you ever felt you might have an alcohol problem? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q62a_2	Felt alcohol problem

Questionnaire Items	SPSS Variable Name	Variable Descriptor
62b. Have you ever felt you might have a drug problem? 1 Never 2 Sometimes 3 Most of the time 4 Almost always 8 Don't know 9 No response	q62b_2	Felt drug problem
62bb. What drugs have caused a problem for you?	q62bb_2	Describe drug problem
63a. Have you ever sought help for an alcohol problem? 1 Yes 2 No 8 Don't know 9 No response	q63a_2	Help for alcohol
63b. Have you ever sought help for a drug problem? 1 Yes 2 No 8 Don't know 9 No response	q63b_2	Help for drugs
63c. What kind of help did you seek?	q63c_2	Describe help source
64. In what city or town do you live? City/Town _____ Don't know No response	q64_2	Community
65. What is your postal code? Postal Code _____ Don't know No response	q65_2	Postal code

Questionnaire Items	SPSS Variable Name	Variable Descriptor

66. In what year were you born?
 	
   2   Year _____
   8   Don't know
   9   No response
	q66_2	Birth date

67. Gender
 	
   3   Male
   4   Female
   8   Don't know
   9   No response
	q67_2	Gender

68.   What is your current marital status?
 	
   1   Single, never married
   2   Married
   3   Common-law
   4   Divorced or separated
   5   Widowed
   8   Don't know
   9   No response
	q68_2	Marital status

69. What is the highest level of education you completed?
 	
   1   No schooling
   2   Some elementary school
   3   Completed elementary school
   4   Some high school/junior high
   5   Completed high school
   6   Some community college
   7   Some technical school
   8   Completed community college (e.g., certificate, diploma)
   9   Completed technical school (e.g., certificate, diploma)
   10   Some University
   11   Completed Bachelor's Degree (Arts, Science, Engineering, etc.)
   12   Completed Master's degree: MA, MSc, MLS, MSW, etc.
   13   Completed Doctoral Degree: PhD, "doctorate"
   14   Professional Degree (Law, Medicine, Dentistry)
   88   Don't know
   99   No response
	q69_2	Education level

Questionnaire Items	SPSS Variable Name	Variable Descriptor
70. Which of the following best describes your current employment status? 1 Employed full-time (30 or more hours/week) 2 Employed part-time (less than 30) 3 Unemployed (out of work but looking for work) 4 Student employed (part-time or full-time) 5 Student not employed 6 Retired 7 Homemaker 8 Other (specify): _____ 88 Don't know 99 No response	q70_2 q70o_2	Employment status Other employment status
71. What is your current occupation (i.e., the type of work you do)? Occupation _____ Don't know No response	q71_2	Occupation
72. Which of the following broad income categories best describes your total annual household income (i.e., everyone combined before taxes)? 1 Under $20,000 2 $20,000 – 29,999 3 $30,000 – 39,999 4 $40,000 – 49,999 5 $50,000 – 59,999 6 $60,000 – 69,999 7 $70,000 – 79,999 8 $80,000 – 89,999 9 $90,000 – 99,999 10 $100,000 – 119,999 11 $120,000 – 149,999 13 More than $150,000 89 Don't know 99 No response	q72_2	Annual income
73. What nationality, racial or ethnic group do you consider yourself to be a member of? Ethnic group _____ Don't know No response	q73_2	Ethnicity

Questionnaire Items	SPSS Variable Name	Variable Descriptor
74a. Do you have any suggestions for improving VLT problem gambling signage in the bars/lounges? 3 Yes 4 No 10 Don't know 11 No response	q74_2	Suggestions for signs
74b. What suggestions do you have (for improving VLT problem gambling signage in the bars/lounges)?	q74b_2	Describe sign suggestion
75a. Do you have any suggestions for bar/lounge staff to help VLT players experiencing a problem? 3 Yes 4 No 10 Don't know 11 No response	q75a_2	Suggestions for staff help
75b. What suggestions do you have (for bar/lounge staff to help VLT players experiencing a problem)?	q75b_2	Describe suggestions for staff help
76a. Do you have any suggestions for improving or adding features to the VLTs to help problem gamblers? 1 Yes 2 No 8 Don't know 9 No response	q76a_2	Suggestions for VLT features
76b. What suggestions do you have (for improving or adding features to the VLTs to help problem gamblers)?	q76b_2	Describe VLT feature suggestions
77a. Do you have any other suggestions for helping VLT players experiencing a problem? 3 Yes 4 No 10 Don't know 11 No response	q77a_2	Other suggestions
77b. What other suggestions do you have?	q77b_2	Describe other suggestions

Questionnaire Items	SPSS Variable Name	Variable Descriptor
QUESTION THANKS WE HAVE REACHED THE END OF THIS INTERVIEW AND I WOULD LIKE TO THANK YOU FOR YOUR TIME. REMEMBER, WE WILL ENTER YOUR NAME IN THE DECEMBER DRAW FOR THE SONY TELEVISION. IN THE NEXT TWO YEARS, WE WILL BE CONDUCTING TWO MORE FOLLOW-UP TELEPHONE INTERVIEWS, AND PARTICIPANTS WILL ONCE AGAIN BE ENTERED INTO A DRAW FOR A MAJOR PRIZE. WOULD YOU BE WILLING TO BE REINTERVIEWED AGAIN IN THE FUTURE?		
1 YES 2 NO	reint_2	Call for future interview
QUESTION CONFIRM JUST TO CONFIRM YOUR PHONE NUMBER IS:	tel_2	Primary Telephone
1 YES 2 NO		
QUESTION OTTEL IS THERE ANOTHER TELEPHONE NUMBER WHERE WE CAN REACH YOU?	otel_2	Secondary Telephone
[ENTER 999-999-9999 IF NO OTHER PHONE NUMBER]	declare	PRL Interviewer
QUESTION BYE WE HAVE REACHED THE END OF THE INTERVIEW. THANK YOU VERY MUCH FOR YOUR TIME AND PARTICIPATION.	pub	Location of original interview
PRESS '1' TO CONTINUE	group	Control/test group
QUESTION THANKS WE HAVE REACHED THE END OF THE INTERVIEW. THANK YOU VERY MUCH FOR YOUR TIME AND PARTICIPATION.	dage	Age from pre-test data
	dpreint	Pre-test surveyor
PRESS "1" TO CONTINUE		