

Annual Business Plan – 2006/2007

The Gaming Policy and Enforcement Branch regulates all gaming in British Columbia, ensures the integrity of people and equipment involved in the gaming industry and investigates allegations of wrongdoing. This includes regulatory oversight of the British Columbia Lottery Corporation (which conducts and manages lotteries, casinos and commercial bingo halls), all gaming services providers and gaming workers, BC's horse racing industry, and licensed gaming events. The Branch also manages responsible gambling initiatives and manages the distribution of gaming funds received by organizations.

The Branch operates within government's broad commitment to client-centred service delivery.

The Branch:

- Develops and manages gaming policy, legislation and standards;
- Regulates all aspects of the gaming industry;
- Licenses charitable gaming events and horse racing;
- Oversees horse racing events, determining the outcome of each race and adjudicating any related matters;
- Registers gaming service providers and gaming workers, and approves and certifies gaming equipment and lottery schemes;
- Conducts audits of charitable and commercial gaming activities and their use of gaming funds to ensure compliance;
- Investigates all alleged contraventions of BC's Gaming Control Act and investigates, in cooperation with law enforcement, all alleged contraventions of relevant sections of Canada's Criminal Code;
- Manages the distribution of government's gaming proceeds, including grants to community organizations, local governments and the horse racing industry; and
- Manages the Province's Responsible Gambling Strategy and Problem Gambling Program, in order to minimize the harm from gambling and promote responsible gambling practices.

The Gaming Policy and Enforcement Branch helps deliver on two of the three Ministry goals:

- Goal 1 – Citizens and communities are protected from crime
- Goal 2 – Public safety is enhanced (GPEB supported)
- Goal 3 – Public interests are safeguarded (GPEB supported)

In addition, GPEB has an additional goal of enhancing human resources programs and improving information technology.

Branch Objective 1: Reduced Incidence of Illegal Gambling

Strategies	1.1	Fully implement the Illegal Gambling Enforcement Strategy.
	1.2	Continue gathering and analyzing data to determine the extent of legal and illegal gambling in the province, including illegal internet gaming and lottery products.
	1.3	Enhance working relationships with the RCMP and other law enforcement agencies, to better identify and prosecute gaming offenders.
	1.4	Operationalize a decision-making framework and document the prioritization process for Branch investigations.
	1.5	Work collaboratively with Liquor Control and Licensing Branch, and others, to identify illegal gambling activities in liquor establishments.
	1.6	Create a coordinated, strategic public education campaign regarding the types of permitted gaming, licence requirements and consequences of illegal gambling, with the objective of proper conduct of gaming events and use of proceeds.

Performance Measures	Baseline 2006/07	Target 2007/08	Target 2008/09
Incidence of Illegal Gambling	Develop optimal strategy for tracking, monitoring and reporting the incidence of illegal gambling	Implement new illegal gambling tracking, monitoring and reporting system	Report first year reduction in illegal gambling under the new system
Data Source: data sources for this measure are under development.			

Branch Objective 2: A comprehensive regulatory framework for gaming

Strategies	2.1	Develop a policy framework for Internet gaming.
	2.2	Develop and implement a coordinated, proactive branch strategy to oversee BCLC's internet gaming system (including equipment standards, registration, audit and investigation).
	2.3	Continue to develop, implement and enforce public interest standards.
	2.4	Review registration business processes for fee collection, and operationalize and evaluate gaming equipment certification.
	2.5	Implement recommendations of the Morfitt report on the horse racing industry.
	2.6	Refine and refocus the audit and compliance framework for information sharing and education of clients (charitable & commercial organizations), and reassess audit selection criteria.
	2.7	Raise audit compliance rate to 85 per cent.
	2.8	Develop and implement Class D licences for small scale gaming events.
	2.9	Further develop the Branch's policy on access to information to increase public accountability and reporting.
	2.10	Implement recommendations of the Auditor General's report on gaming integrity in casinos, including annual reporting to the Legislature.

Performance Measures	Target 2004/05	Actual 2004/05	Target 2005/06	Target 2006/07
	Percentage of gaming fund recipients audited	9% (471 audits)	11% (584 audits)	9% (508 audits est.)
Percentage of audited gaming fund recipients in compliance	75%	76%	80%	85%

Branch Objective 3: Responsible gambling practices are encouraged through the Responsible Gambling Strategy

Strategies	3.1	Increase emphasis and efforts in prevention, research and evaluation, including client-centred delivery of province-wide problem gambling services, enhanced training for service providers and allied professionals, and a comprehensive research agenda for responsible gambling.
	3.2	Fully develop the Partnership for Responsible Gambling by coordinating activities of local governments, service providers and major stakeholders.
	3.3	Increase public awareness of the responsible gambling initiatives and treatment services available to those with a gambling problem.
	3.4	Develop and implement a school-based educational resource.

Branch Objective 3: Responsible gambling practices are encouraged through the Responsible Gambling Strategy (continued)

	2004/05 Actual/Base	2005/06 Target	2006/07 Target
Performance Measure	<p>Achievement of milestones implementing Responsible Gambling Strategy¹</p> <ul style="list-style-type: none"> • Overall plan developed. • Problem gambling media campaign undertaken. • Social and economic impact of gambling research undertaken. • Responsible Gambling Standards drafted. 	<p>Service providers and municipalities collaborate in Partnership for Responsible Gambling. Initiatives include:</p> <ul style="list-style-type: none"> • Responsible Gambling Information centres at two Lower Mainland casinos. • Development of youth resource with City of Richmond and service providers. • Lower Mainland Casino Impact Study. • Appropriate Response Training for gaming workers. <p>Media awareness campaign promoting awareness of problem gambling services.</p>	<ul style="list-style-type: none"> • Two new major initiatives delivered as part of Partnership for Responsible Gambling Strategy • Comprehensive media and marketing approach.

Branch Objective 4: Public confidence in the regulation and management of gaming

Strategies	<p>4.1 Develop a framework of key measures for assessing client satisfaction with gaming policies and programs.</p>
	<p>4.2 Apply developed measures through surveys with three public-facing Branch divisions (Licensing & Grants; Audit & Compliance; Registration) to develop baseline measures of client satisfaction.</p>
	<p>4.3 Prepare to apply these key measures to the Gaming BC project in 2007/08.</p>

	2006/07 Actual/Base
Performance Measure	
Percentage of British Columbians surveyed who are satisfied with the conduct of legal gaming in British Columbia.	TBD
Percentage of British Columbians surveyed who are satisfied with how the government is addressing problem gambling in British Columbia.	TBD
Percentage of British Columbians surveyed who are satisfied with the distribution of gaming revenue in British Columbia (e.g. municipal revenue sharing, economic development, charitable gaming, health care, etc).	TBD

¹ For increased clarity, the wording of the targets for this measure has been revised since publication of the Ministry of Public Safety and Solicitor General Service Plan 2005/06 – 2007/08.

Branch Objective 5: Enhance Human Resources Programs

Strategies	5.1 Participate in Learning and Leading Strategy and communities of practice efforts.
	5.2 Develop a comprehensive orientation package for new GPEB employees and a cross-divisional staff training program for Branch employees.
	5.3 Continue to develop and improve employee recognition program.
	5.4 Continue to develop and enhance the Branch intranet site to facilitate internal communications.
	5.5 Develop a succession planning strategy and exit knowledge/information transfer within the Branch.

Branch Objective 6: Improve Information Technology

Strategies	6.1 Implement "Gaming BC", the integrated information system to improve overall business functions of the Branch and ensure a single point of access for our client base.
	6.2 Ensure all gaming licence access and business applications to the Branch are available on-line (e.g. grants, licences, registrations, audits, investigation applications) as a commitment to enhance client centred service delivery.