

FAQ

General Manager Regulations

General

1. What are the general manager regulations?

The general manager regulations are regulations that the general manager of the Independent Gambling Control Office (IGCO) makes under the Gaming Control Act (GCA, 2022) to set requirements for registrants, licensees, and the lottery corporation to support the effective regulation of gambling in BC.

When the GCA came into force on April 13, 2026, the Gaming Control Regulation and all of the general manager regulations came into force at the same time. Regulated persons are required to comply with all applicable provisions of the GCA, the Gaming Control Regulation, and the general manager regulations.

2. Who should I contact if I have a question about compliance with the general manager regulations or need to self-report non-compliance?

If you have a question about compliance with the general manager regulations or need to self-report a matter of non-compliance, please contact: Regulatory.Compliance.Reporting@igcobc.ca. This email is monitored by the IGCO Compliance and Enforcement teams, who will provide guidance on specific operational circumstances.

Gaming Services and Gaming Work Regulation

3. Do all food and beverage staff at a gaming facility require registration?

No, the general manager's Gaming Services and Gaming Work Regulation is not intended to expand the food and beverage staff who require gaming worker registration beyond those who already required registration before April 13, 2026, when the regulation came into force.

Staff who serve food or beverages to patrons of the gaming facility (i.e., patrons within the gaming area) must be registered. Staff who serve food exclusively in a restaurant do not require registration.

Staff who prepare food or beverages exclusively in a restaurant do not require registration unless they access restricted areas of the gaming facility without supervision (e.g., what is generally referred to as the back-of-house, including areas where employees access the gaming supply room, the count room, the cash cage, surveillance rooms, etc.).

Lottery Corporation Training Program Regulation

- 4. The Lottery Corporation Training Program Regulation requires the lottery corporation to offer different types of training at specified intervals. Are there requirements about how frequently gaming workers need to take the training?**

Section 21 of the GCA (2022) requires the lottery corporation to maintain a training program, and the lottery corporation must comply with the general manager regulations respecting the training program. The Lottery Corporation Training Program Regulation sets out the requirements that the lottery corporation must follow; therefore, the regulation does not specify when gaming workers must take the training.

The general manager of the IGCO has issued new terms and conditions for services providers and gaming workers, which are public on the new IGCO website: [igco-conditions-for-registration-for-provincial-gaming-facility-operators.pdf](#)

These conditions specify when gaming workers must take specific training and how frequently.

Lottery Scheme Marketing, Advertising, and Promotion Regulation

- 5. The use of the name, image or voice of widely recognized athletes is prohibited under section 10(1) except in the specified circumstances. How is “widely recognized” interpreted? For example, if an athlete is widely recognized in one city but not nationally, would they be captured by the Lottery Scheme Marketing, Advertising, and Promotion Regulation?**

When determining whether an athlete is, or could be, widely recognized, the IGCO expects the lottery corporation and services providers to consider the market or audience for the advertisement. If an advertisement featuring a well-known local athlete is run in a specific city, then that athlete would be widely recognized by the intended audience for the advertisement, and the use of that athlete would be captured by section 10 of the Lottery Scheme Marketing, Advertising, and Promotion Regulation.

6. Does an athlete include individuals who play e-sports?

Yes, individuals that participate in e-sports are athletes and their use in advertisements may be restricted under section 10 of the Lottery Scheme Marketing, Advertising, and Promotion Regulation. The definition of “professional athlete” in section 1 of the regulation includes individuals who receive compensation for competing in electronic sports. The use of an e-sport athlete in advertisements may also be restricted under section 11 of the regulation if the individual is a role model for minors.

7. Section 15(2) of the Lottery Scheme Marketing, Advertising, and Promotion Regulation prohibits an inducement from being described as free if it is conditional on the recipient risking their own funds. If “Free Play” marketing materials were produced or contracted prior to April 13, 2026, do they require updating or is there a transition period?

Yes, “Free Play” marketing should be updated if it is not truly free for a player to participate. It is not possible for the IGCO to confirm when advertising materials were produced across all services providers, and advertising materials could be in circulation for an extended period of time. Accordingly, previously produced materials cannot be “grandfathered in” or be subject to a transitional period.

8. Under section 15(3) of the Lottery Scheme Marketing, Advertising, and Promotion Regulation, the lottery corporation or a registrant must immediately and prominently display terms and conditions of an inducement on a website if all the terms and conditions are not included in the advertisement. What does “prominently” mean?

The requirement in section 15(3) of the regulation for terms and conditions to be “immediately and prominently” displayed on a website is intended to ensure that before accepting an inducement offer, individuals have an opportunity to easily inform themselves of its terms and conditions. A link to a terms and

conditions page where a user selects the appropriate contest could meet this requirement if the design allows users to easily access the relevant terms and conditions.

9. If inducements or promotions are only available in-person at a casino, is it acceptable for the full terms and conditions to be available at casino guest services rather than on a website?

Section 15(3) of the Lottery Scheme Marketing, Advertising, and Promotion Regulation states that any advertisement that includes an inducement offer must either include the material terms and conditions of the offer in the advertisement or provide a means of accessing a website that displays the terms and conditions. The intent of the provision is to ensure that, before accepting an inducement offer, individuals have an opportunity to easily inform themselves of its terms and conditions.

Having the full terms and conditions of an inducement offer available only at a guest services desk within a gaming facility does not strictly comply with section 15(3) of the regulation, though the practice substantially meets its intent where individuals can only accept the offer at that facility and any advertisement including the offer clearly indicates where the terms and conditions can be obtained. This practice does not meet the intent of section 15(3) of the regulation where acceptance of the inducement offer occurs online.

The general manager recognizes that a gaming facility operator may face significant operational constraints in achieving technical compliance with section 15(3) of the regulation when acceptance of the inducement offer takes place at the facility. The general manager will consider amendments to the Lottery Scheme Marketing, Advertising and Promotion Regulation to address requirements for advertisements of facility-based inducement offers, subject to further policy development.

In the interim, the general manager will exercise discretion under the GCA (2022) by refraining from enforcing this requirement in respect of inducement offers that can only be accepted at a gaming facility. This interim non-enforcement position is strictly limited to advertisements for facility-based inducement offers (based on identified operational constraints) and may be revisited if circumstances change. It is not intended to constitute a general waiver or exemption from the regulation.

Problem Gambling Regulation

10. Section 17(1) of the Problem Gambling Regulation requires operators to prominently display a 19+ sign at the gaming facility entrance. What does “prominently displayed” mean?

In the context of displaying the age requirement, prominently displayed means that the size of the sign and the text on the sign is sufficient to be easily read in passing and the placement is such that an individual has an opportunity to see it before they enter the gaming area. For example, the sign may be placed at or near eye level on a door that leads to the gaming area.

11. Under section 21(4) and section 22(5) of the Problem Gambling Regulation, an operator that is provided with posters and brochures from the lottery corporation must prominently display them in areas throughout the casino, including areas specified in the regulation. What does “prominently displayed” mean?

The intention of the Problem Gambling Regulation is that information to prevent problem gambling must be easily visible to patrons as they move through the gaming facility, at a minimum in high traffic areas. Posters and/or brochures to prevent problem gambling should be as noticeable to a reasonable person as promotional materials or advertisements displayed in the facility.

Voluntary Self-Exclusion Regulation

12. Section 4(1) requires the lottery corporation to offer individuals the choice to enrol in the Voluntary Self Exclusion (VSE) program by meeting with a registered gaming worker in person at a provincial gaming facility or by meeting with an employee of the lottery corporation by electronic means. Does this mean an individual cannot meet an employee of the lottery corporation in person to enrol in the program?

The VSE Regulation sets a minimum requirement for the way in which VSE enrolment must be offered. This includes allowing individuals to sign up through an electronic means so that the individual does not need to attend a gaming facility to sign up. The facility may be a triggering environment or may not be practical or appropriate if the individual only gambles online. However, the regulation does not prohibit the lottery corporation from also offering in-person enrolment through a lottery corporation employee.

In casinos, the IGCO recognizes that in-person registration for the VSE program is usually carried out by security staff employed by the facility operator because security staff are always on site when the facility is open and have access to the lottery corporation's iTrak system. Individuals signing up for VSE may also be assisted by a GameSense advisor if they are present. Lottery corporation employees are registered gaming workers, and the regulation does not prohibit a GameSense advisor from assisting with VSE enrollment.

13. Under section 6(1) of the VSE Regulation, the lottery corporation is required to provide operators with written notice that an individual is self-excluded. Can the written notice be provided electronically?

The regulation does not specify how the lottery corporation must give the notice, as long as the notice is in writing and there is notification to the recipient and a record of the notice being given. The written notice may be given electronically (e.g., through email or electronic database such as iTrak) or in hard copy paper form. The lottery corporation is responsible for determining how to meet the requirement to ensure operators of provincial gaming facilities receive notice.

14. Does section 6(2) of the VSE Regulation mean 14 calendar days or 14 business days?

Section 6(2) of the regulation refers to 14 calendar days, not business days, as per the *Interpretation Act*. The 14-day period begins the day after the operator receives written notice and includes weekends and holidays. If the final day falls on a statutory holiday, the deadline moves to the next business day.

Prevention and Detection of Unlawful Activities Regulation

15. Section 2 of the regulation requires that upon request, operators must have a registered gaming worker escort a patron to a location on the facility grounds. Some gaming facilities currently contract external security services where the individual is not a gaming worker but is a licensed security guard. Is this permitted?

The general manager understands that some operators face operational constraints and may instead use individuals who are licensed under the *Security Services Act* to provide escorts. While this is not technically compliant with section 2 of the regulation, it meets the overall intent.

The general manager intends to pursue amendments to the Prevention and Detection of Unlawful Activities Regulation to address this operational challenge.

In the interim, the general manager will exercise discretion under the GCA (2022) by refraining from enforcing this requirement as long as safe escorts are provided by a registered gaming worker or an individual who is licensed under the *Security Services Act*.

16. Under section 2 [safe escort] of the Prevention and Detection of Unlawful Activities Regulation, what does “facility grounds” mean?

“Facility grounds” is broader than the gaming facility itself. The expectation is that services providers would escort patrons on their property. For example, if a patron is parked in the parking lot, they would escort the patron to their vehicle in the parking lot, or if the patron is taking a taxi, they would escort the patron to the edge of the property where the taxi is waiting.

17. Section 5(1) of the Prevention and Detection of Unlawful Activities Regulation creates restrictions on accepting buy-ins of \$3,000 or more. Section 5(1)(vi) of the regulation requires operators to record the type and amount of each currency given to buy in. Does “type” mean the currency of cash, cash equivalent, chips, TITO etc.?

Yes, “type” refers to the currency used and the amount (e.g., CAD or USD). The requirement does not include recording the denomination breakdown of the currency when the transaction includes cash.

18. Section 5(1)(x) of the Prevention and Detection of Unlawful Activities Regulation requires operators to record the full name and registration number of the registered gaming worker making the record. Does the registration number meet the prescribed requirement if the registered gaming worker’s name and information is captured elsewhere (e.g., electronic database/username)?

Section 5(1)(x) of the regulation requires that the full name and registration number of the registered gaming worker making the record be included in the record itself. The requirement is not met by capturing this information elsewhere, such as in an electronic database or user profile.

19. Section 5(2) of the Prevention and Detection of Unlawful Activities Regulation requires operators to keep a record made under subsection (1) (buy-ins over \$3,000) for a period of 5 years after the date the record is made. Does data stored digitally on the lottery corporation's TMS-EVERI (transaction monitoring system) meet this requirement? Does the operator also need to retain this information elsewhere?

Records required under section 5(1) of the regulation may be stored and retained digitally. Records captured and maintained in the lottery corporation's TMS-EVERI (transaction monitoring system) meet the requirement in section 5(2) of the regulation, provided that the information is stored as a complete record that can be exported to a single set of information that meets the requirements in section 5(1), the records are retained for at least five years from the date the record is made, and the records are accessible for audit and inspection. The operator is not required to retain duplicate records elsewhere.

20. Section 6(2) of the Prevention and Detection of Unlawful Activities Regulation prohibits an operator from accepting a bank draft, money order or certified cheque unless the individual produces a receipt or other record issued in relation to the bank draft, money order or certified cheque. What types of "other record" would satisfy this requirement?

"Other record" refers to documentation issued or generated by a financial institution that relates to the bank draft, money order, or certified cheque and that contains the required information. Examples may include a bank statement, transaction receipt, or an electronic record displayed in an individual's online or mobile banking application, including screenshots, provided the record clearly shows the relevant details associated with the instrument.

Please note that "other record" must be a record from an official source (e.g., a financial institution) and handwritten information (e.g., documenting information provided by the patron) is not an acceptable "other record".

21. The definition of "VIP Host" means a registered gaming worker who is assigned by an operator of a provincial gaming scheme at a casino to provide hospitality services to a VIP patron. Would staff that provide services such as a hotel front desk agent, food and beverage server, bartender, slots or tables gaming manager, or other guest services representative be captured by the definition of VIP host?

The definition of VIP Host is used for the restrictions on the activities of VIP Hosts in section 8 of the Prevention and Detection of Unlawful Activities Regulation. The regulation is intended to capture registered gaming workers who are specifically appointed to a designated VIP Host role and whose job is to provide hosting services to VIP patrons. VIP Host does not apply to staff who provide general customer service or hospitality as part of their regular duties. As a result, roles such as hotel front desk agents, food and beverage servers, bartenders, cooks, guest services representatives, and salaried gaming managers are not considered VIP Hosts, even if they interact with VIP patrons, unless they are expressly assigned to act as a VIP Host.

22. Section 8 of the Prevention and Detection of Unlawful Activities Regulation prohibits VIP hosts from taking part or assisting in a buy-in or assisting in making a source of funds declaration. What does “assist” mean? Does it include translation services?

The definition of “assist” in relation to prohibited VIP Host activities includes involvement by a VIP Host that helps a patron complete or understand a regulatory or financial requirement, including buy-ins, source-of-funds declarations, or making a record under section 5. This includes translation or interpretation services, as these support the patron in completing the regulatory requirement and are therefore not allowed.

Activities that are administrative in nature, such as providing a pen, printing an already-completed record, or transporting issued chips or TITOs (but not participating in the transaction to issue the chips or TITOs), are not considered “assisting,” provided the VIP Host does not take part in the regulatory process itself. The expectation is that VIP Hosts limit their role to customer service functions and do not participate in regulatory or compliance-related activities, as listed under section 8 of the regulation.

23. Section 9(3) of the Prevention and Detection of Unlawful Activities Regulation requires an operator to ensure that registered gaming workers employed at a facility are aware of procedures to report contraventions of the GCA (2022), its regulations, and any suspicious or unlawful activity taking place at the facility. How will awareness be measured for compliance?

In this context, “aware” means that registered gaming workers have been informed of, and have reasonable access to, the reporting procedure required under section 9(1) of the regulation and understand how to use it.

Compliance may be demonstrated through reasonable measures such as training, onboarding materials, policy manuals or internal communications. Operators are not required to prove that each worker has used or memorized the procedure but must be able to demonstrate that reasonable steps have been taken to communicate the procedure and make it known and accessible to registered gaming workers.

Source of Funds Regulation

24. Section 2 of the Source of Funds Regulation sets the buy-in limit for the purposes of section 53 of the GCA (2022) at \$9,999.99. Does this mean the buy-in cannot exceed \$9,999.99 at a single gaming facility or accumulated across any BC gaming facility?

The threshold applies across all BC gaming facilities during the period prescribed by the general manager. Determining whether a patron has reached the buy-in limit requires adding up all of a patron’s Class A buy-ins within the prescribed period set out in section 3 of the Source of Funds Regulation (i.e., 24 hours starting at 7am each day), regardless of the number of facilities or operators involved with the patron’s buy-ins.

25. Does any buy-in after \$9,999.99 require a source of funds declaration and proof of identity, regardless of the amount?

Yes, after a patron’s buy-ins have reached the prescribed threshold, all Class A buy-ins that the patron makes within the prescribed period must comply with source of funds requirements regardless of the size of the buy-in.

26. Does a “Class A buy-in” include the purchase of chips or TITO (EGD) tickets with a debit/credit card?

Yes, the purchase of chips and TITO tickets with a debit/credit card are both Class A buy-ins.

27. Under section 6(a)(ii)(D) of the Source of Funds Regulation, a receipt that accompanies a source of funds declaration must have the account

number or part of the account number of the account from which the funds were withdrawn. Are the last four digits on an ATM sufficient?

Yes, the regulation allows the receipt to contain a full account number or part of an account number. If the receipt only lists the last four digits of the account number, that is sufficient.

Security and Surveillance Regulation

28. Under section 5 of the Security and Surveillance Regulation, a facility operator must install, operate and maintain a video surveillance system in and for the provincial gaming facility or horse racing facility, as applicable. What components are required to meet the definition of a surveillance system in this prescribed requirement?

The video surveillance system at a facility must include a network of cameras, monitors, recorders, and other equipment that can allow a person to watch activities occurring in the facility in real-time, or to view video footage captured by the surveillance cameras at a later time. To be compliant with section 5 of the regulation, facility operators must ensure that their surveillance systems meet all relevant requirements set out elsewhere in the regulation.

29. Under section 8(1)(c) of the Security and Surveillance Regulation, operators must have video surveillance of each entry to or exit from a vehicle parking area used by individuals who enter the facility, if the entry or exit is under the control of the gaming facility operator. Is this per parking area level (e.g., a parkade) or limited to street level entry/exit?

Section 8(1)(c) of the regulation is meant to ensure that video cameras are positioned so they can clearly capture every person and vehicle entering or leaving parking areas. In practice, if each parking-lot level has its own vehicle or pedestrian access point, those access points are expected to be equipped with cameras.

30. Section 8(2) of the Security and Surveillance Regulation requires video cameras of exterior spaces to capture clear and unobstructed colour images at all times. What does “at all times” mean? What happens if a camera outage occurs?

“At all times” means 24/7. If a camera outage occurs, operators would not need to stop using an exterior area but would be expected to return to compliance as soon as practicable.

31. Is camera coverage required for both sides of the entrance/exit? For example, if an emergency door is generally closed, would a camera need to be positioned on both sides of the door?

Section 8(1)(b) of the Security and Surveillance Regulation does not specify how many cameras must be placed at each point of entry or exit to the gaming facility, but other sections of the regulation provide further guidance.

If an emergency door provides access to the exterior of the facility, the area outside the door is subject to section 8(1)(a), which requires surveillance of spaces adjacent to the facility’s external perimeter. The area inside the door is subject to section 9, which requires surveillance of interior areas of the facility. This means that both sides of an emergency door that provides access to the gaming facility would typically require video surveillance coverage.

32. Section 8(3) of the Security and Surveillance Regulation requires operators to ensure that the image resolution of video surveillance is high enough to capture the make, model, and colour of vehicles. Is this requirement to be able to determine the vehicle logo and written model, generally on the rear of the vehicle, or in general terms be able to determine the vehicle is a blue Toyota sedan, likely a Camry or Corolla, or to be able to conclusively determine the vehicle as a 2023 blue Toyota Camry?

The requirements in section 8 of the regulation are intended to support monitoring the movement of vehicles and patrons, assist in identifying suspicious or banned individuals, and help IGCO investigators and auditors identify people who may be relevant to an investigation or audit. This means having the ability to conclusively determine the exact make and model of the vehicle, as in the example above, is ideal. However, being able to reasonably identify the vehicle as a blue Toyota sedan, likely being a Camry or Corolla, would meet minimum requirements.

33. Section 9(1) of the Security and Surveillance Regulation requires camera coverage of all interior areas of the facility except those specified. If a facility has a storage room, janitorial room, or multi-purpose room that

has a camera by the entrance of the area, does the inside room and area require camera coverage as well?

The intention of the regulation is that individuals and their movements and activities can be effectively monitored and recorded. However, the IGCO recognizes that it may be impractical or unnecessary to include cameras in every room or closet within the interior of the facility.

Operators are expected to take a risk-based approach when determining whether to install cameras in these areas. This should include consideration of factors such as the use of the area, any past incidents that could have impacted the fairness of games operated at the facility, the security of gaming supplies or gaming revenue, the safety of patrons and staff, or compliance with the GCA (2022) and its regulations.

34. Do food and beverage areas that are adjacent to the gaming floor but do not require access to the gaming floor to enter require video surveillance? For example, food primary areas where minors are allowed or banquet areas or restaurants that are not accessible from the gaming floor?

No, food and beverage areas that can be accessed without entering the gaming floor are outside of the scope of the Security and Surveillance Regulation, because they are not used for the purposes of operating a provincial lottery scheme. Therefore, all areas of the restaurant or banquet facility do not require surveillance coverage.

35. Section 9(2) of the Security and Surveillance Regulation requires operators to capture clear and unobstructed colour images of each playing area at all times. Does the definition of “playing area” include “bingo”?

Yes, the definition of “playing area” in section 1 of the regulation captures all areas where individuals participate in games. Bingo is a game and therefore the requirements under 9(2)(a)(ii) would apply to areas where bingo is played.

36. What does “other game” mean in section 10(6) of the Security and Surveillance Regulation?

Although not an exhaustive list, examples of “other games” that would be included in this provision are bingo (electronic or paper) and games played on electronic gaming devices (such as slots, electronic table games, etc.).

37. Section 14 of the Security and Surveillance Regulation requires security guards at points of entry to gaming facilities. Trained managers sometimes fill in to provide security guard services to cover breaks, etc. Is this acceptable?

Yes, this is acceptable, as long as the manager is a registered gaming worker and meets any applicable training and/or licensing requirements established under the *Security Services Act*.

38. Under section 16 of the Security and Surveillance Regulation, an operator must not permit an individual to open an electronic gaming device, vault or safe unless the individual is a registered gaming worker whose duties require them to do so. Some maintenance technicians may require access and may not be registered gaming workers. Do they now require registration?

If a maintenance technician that opens a vault or a safe strictly provides equipment maintenance services, section 5(b) of the Gaming Services and Gaming Work Regulation requires registration unless they are continuously monitored by a gaming worker. Having a gaming worker accompany the technician to open the safe or vault would meet the intent of the regulation in this instance.

If an individual conducts maintenance on an electronic gaming device or otherwise assists in the operation of a lottery scheme, they would require registration as a gaming worker.

39. Section 17 of the Security and Surveillance Regulation sets the minimum number of surveillance personnel. Would the casino have to be monitored by a separate group than surrounding amenities such as a hotel/theatre?

Section 17(5) of the regulation establishes that, as a general rule, the minimum required surveillance personnel must be assigned exclusively to monitoring the provincial gaming facility. Together with the other provisions under section 17, this requirement ensures that provincial gaming facility operators have enough surveillance personnel on duty to properly monitor the security of the premises, protect the safety of patrons and employees, safeguard gaming supplies and cash, and oversee the fairness and integrity of lottery schemes conducted at the facility.

The surveillance department must have the required number of personnel dedicated solely to monitoring the provincial gaming facility. Whether additional staff are assigned to monitor the hotel, beyond those that are monitoring the provincial gaming facility, would not be considered when assessing compliance with the requirements for minimum number of surveillance personnel.

40.If the gaming facility falls below the minimum number of surveillance personnel when a staff member goes “on break”, would this be considered noncompliant with the regulation?

No, surveillance personnel who are “on break” are still considered “on duty” for the purposes of section 17 of the Security and Surveillance Regulation. For example, a provincial gaming facility with more than 500 slot machines must have at least three surveillance personnel on duty. If one of those three individuals goes on break and temporarily leaves the surveillance room, the facility would still be compliant with section 17.

41.In “emergency” situations where a surveillance employee leaves unexpectedly (e.g., due to illness) and the operator cannot immediately fill the vacancy to meet the minimum staffing requirements, what is required? Is the requirement to report and continue to operate status quo, or are they required to close areas, close table games, or close the facility, if necessary?

The Security and Surveillance Regulation outlines the steps a gaming facility operator must take when they are unable to meet the requirements set out in specific sections. If an extraordinary circumstance prevents the operator from meeting the minimum surveillance personnel requirements, the operator is expected to submit a report to the general manager under section 21(1) and reduce operations as needed to remain compliant (for instance, suspending live table games if there are less than three surveillance personnel on duty). The service provider is also expected to take reasonable measures to restore minimum staffing levels as soon as practicable.

42.Under section 21 of the Security and Surveillance Regulation, operators must report to the general manager if the operator is unable to or does not comply with specified sections of the regulation. How does the operator provide a report?

Reports can be submitted to the general manager by sending an email to: Regulatory.Compliance.Reporting@igcobic.ca This email address is monitored by IGCO Compliance and Enforcement staff.

Please include all relevant details of non-compliance, including the date and time of the occurrence and a description of the incident (for example, which cameras were affected and the duration of the outage). For reports submitted under section 21(2), the operator must also confirm that the required action was taken or provide the reasons why the action was not taken.

43. Are operators required to report all camera outages?

No, the IGCO is not concerned with individual camera outages if overall coverage of an area is maintained. The IGCO expects reports if a camera outage results in the operator no longer being able to meet compliance with the regulation.