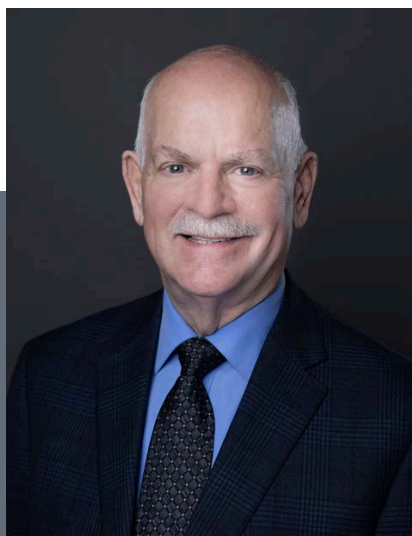


# ANNUAL REPORT 2023 – 2024

GAMING POLICY AND ENFORCMENT BRANCH



# LETTER OF TRANSMITTAL



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I am pleased to present the 2023/24 Annual Report of the Gaming Policy and Enforcement Branch (GPEB) of the Ministry of Public Safety and Solicitor General for delivery to the Legislative Assembly and the people of British Columbia. The information in this report reflects the activities of the branch between April 1, 2023, and March 31, 2024.

GPEB is responsible for the overall regulation and oversight of British Columbia's gambling sector. This includes all commercial gambling conducted and managed by the British Columbia Lottery Corporation (BCLC), licenced charitable gambling events, horse racing, and the delivery of responsible and problem gambling programs to the citizens of the province. The branch's activities are undertaken to ensure gambling is conducted safely and with integrity.

**Honorable Garry Begg**

Minister of Public Safety and Solicitor General

# ACCOUNTABILITY STATEMENT

## Solicitor General:

I am pleased to present the 2023/24 Annual Report for the Gaming Policy and Enforcement Branch (GPEB). This report covers the period between April 1, 2023, and March 31, 2024. I am accountable for the contents of this document and the basis on which the information has been reported.

As mandated under the *Gaming Control Act* (GCA), and within the provisions of the Gaming Control Regulation (GCR) and the *Criminal Code of Canada* (CCC), GPEB is responsible for the overall integrity of gambling and horse racing in British Columbia, as well as the delivery of responsible and problem gambling programs.

This year, GPEB focused on developing a broad package of Lieutenant Governor In Council (LGIC) and General Manager (GM) regulations to bring the new *Gaming Control Act* (2022) ('Act') into force. When in force, this will implement government's commitment to strengthen the authority of the General Manager to regulate the gambling sector. As part of this work, GPEB undertook a significant consultation process with key interested groups and partners on a wide range of topics. This feedback will enable a robust reform of the gambling regulatory framework.

When the new Act is in force, GPEB is also expected to transition to the Independent Gambling Control Office (IGCO). The IGCO will focus exclusively on regulatory policy matters related to gambling, horse racing, and responsible gambling programs. To operationalize this change, GPEB has a significant change management project underway which is preparing updates to our IT systems, developing a new external website with IGCO branding, and making necessary changes to our operational policies and procedures to be ready for launch.

GPEB has also identified and investigated a significant increase in illegal online gambling operations and marketing to the public in B.C. by sites who operate contrary to the GCA and CCC. These sites pose significant risks to residents of B.C., including access by minors and inadequate protection of players from the harms of problem gambling. GPEB has taken action to suppress these activities and continues to work on addressing this issue.

Lastly, I would like to highlight the investments we have made as an organization in our people. We recognize that our staff are our greatest asset, and so we continued to invest in developing the skills of our teams and advancing our equity, diversity, and inclusion initiatives. These efforts ensure that we adapt to the evolving nature of the industry while embracing a more inclusive and supportive workplace; reflective of the diversity of the communities we serve.

## Sam MacLeod

Assistant Deputy Minister and General Manager  
Gaming Policy and Enforcement Branch

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# OUR ORGANIZATION

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



## VISION

The public has confidence in B.C.'s gambling industry.

## MISSION

To uphold the overall integrity of gambling by maintaining government's gambling policy, regulating the gambling sector, and providing related supports, services and community support programs that benefit British Columbians.

## OVERVIEW

GPEB regulates all gambling<sup>1</sup> in B.C., ensures the integrity of gambling industry companies, people and equipment, and ensures compliance with policies and standards established under the *Gaming Control Act* and the *Gaming Control Regulation*.

This includes regulatory oversight of commercial gambling conducted and managed by the British Columbia Lottery Corporation (BCLC) (i.e., lotteries, casinos, community gaming centres, commercial bingo halls and PlayNow.com), B.C.'s horse racing industry, and licensed charitable gambling events. GPEB also delivers responsible and problem gambling programs. GPEB's core objective is to ensure that a comprehensive and responsible gambling regulatory framework is in place.

<sup>1</sup>As the term "gaming" is used to describe both gambling and video gaming and there has been significant growth in the eSports industry, this report uses the term gambling for clarity. Exceptions include proper nouns – the *Gaming Control Act*, *Gaming Control Regulation*, *Community Gaming Centres*, *Licensed Gaming Online*, *Community Gaming Grants*, *Joint Illegal Gaming Investigation Team*, *Gaming Online Service*, and *Gaming Account Summary Report*.

## GAMBLING IN B.C.

The commercial gambling industry includes: PlayNow.com - the only legal online gambling website in B.C., provincial and national lottery games, 24 casinos (including two racecourse casinos), 12 community gaming centres, 13 horse racing teletheatres, two horse Racetracks, and one commercial bingo hall.

# \$1.524 BILLION

\$1.524 billion in commercial gambling revenue in 2023/24 was returned to government after deducting prize payout and expenses. This revenue was used to support local communities, the horse racing industry, provincial health and other programs, and the First Nations revenue sharing entitlement.



# \$127.6 MILLION

\$127.6 million in 2023/24 was generated through licensed gambling events for not-for-profit charitable and religious organizations in B.C.

## WHERE DOES B.C. GAMBLING REVENUE GO?

**\$1,014M**

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

**\$147M**

Allocated to the Health Special Account, specifically for health care initiatives.

**\$140M**

Allocated to non-profit community groups through community gaming grants.

**\$108M**

Revenue sharing entitlement to the BC First Nations Revenue Sharing Limited Partnership.

**\$94M**

Allocated to local governments that host casinos through Host Financial Assistance Agreements.

**\$12M**

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

**\$9M**

Allocated to the horse racing industry.

# LICENSING, REGISTRATION AND CERTIFICATION

The Licensing, Registration and Certification (LRC) Division is responsible for the licensing of charitable gambling events, registration of industry participants, and certification of gambling systems and supplies. Events, industry participants, and gambling supplies, including systems and technologies, are vetted for suitability prior to entering B.C.'s gambling industry, and at regular intervals while operating within the industry. The vetting process may include background checks, interviews, system testing, audits, or investigations. These activities help to ensure fairness and maintain a high level of integrity in gambling operations throughout the province.



## Charitable Licensing

GPEB's licensing program is responsible for the administration of gambling event licences, which allow eligible organizations and individuals to fundraise by holding a single gambling event or a series of events within B.C. for direct delivery of programs and services that benefit the broader community and/or third-party community members in need.

GPEB ensures that licensed gambling events are conducted fairly and transparently, and that organizations applying for a licence are in good standing, have an approved governance structure and open membership, and operate according to sound financial practices. GPEB also conducts audits of licensees to ensure they follow rules designed to protect the public and the integrity of gambling in the province, and that proceeds are used to support the eligible programs stated in the licence.

*Refer to Appendix B, Table 1, Licensed Gambling*

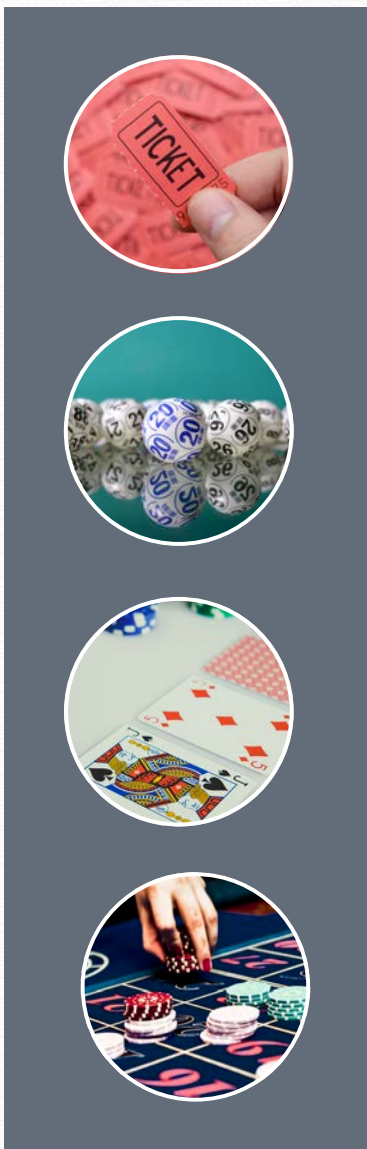
## Charitable Licensing

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In 2023/24, GPEB issued 9,254 licences to eligible organizations to conduct gambling events. In turn, community organizations raised \$127.6 million to support their projects and services.

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### Gambling events required to be licensed by GPEB include:



**TICKET RAFFLES**



**BINGOS & WHEEL OF FORTUNE**



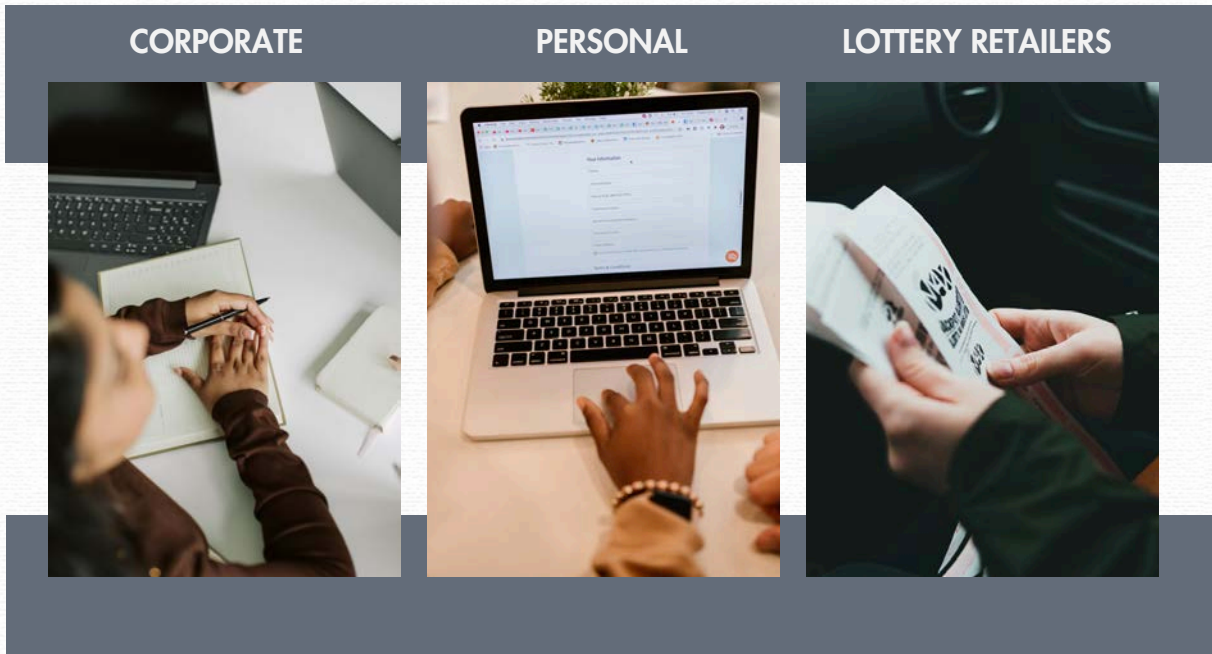
**SOCIAL AND LIMITED OCCASION  
CASINOS**



**POKER**

## Registration

There are three distinct types of registration in B.C.'s gambling industry:



### Corporate

Applies to organizations and senior officials and employees.

### Personal

Applies to workers involved in and supporting the gambling industry.

### Lottery Retailers

Applies to businesses and contract managers involved in the sale of lottery products.

Applicants are subject to a background investigation to establish the suitability of the person for appointment or employment in B.C.'s gambling industry. There is an application fee for each type of registration and that fee partially offsets the costs of processing and vetting the application.

## Corporate Registration

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GPEB conducts an in-depth investigation of gambling-related businesses, their ownership and governance structures, and their executive personnel, to ensure applicants are suitable to participate in B.C.'s gambling industry. Companies required to be registered include operators of casinos and other land-based facilities, gaming services providers and suppliers, and manufacturers of gambling supplies. This includes providers of digital (games and supporting software) and physical (slot machines, automatic shufflers) supplies.



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GPEB also registers other service providers such as gambling consultants, raffle services, security, and ancillary services such as food and janitorial services provided at gambling facilities. Corporate registrants are subject to annual fees and costs related to the due diligence and investigative processes necessary to determine the organization's initial and ongoing suitability.

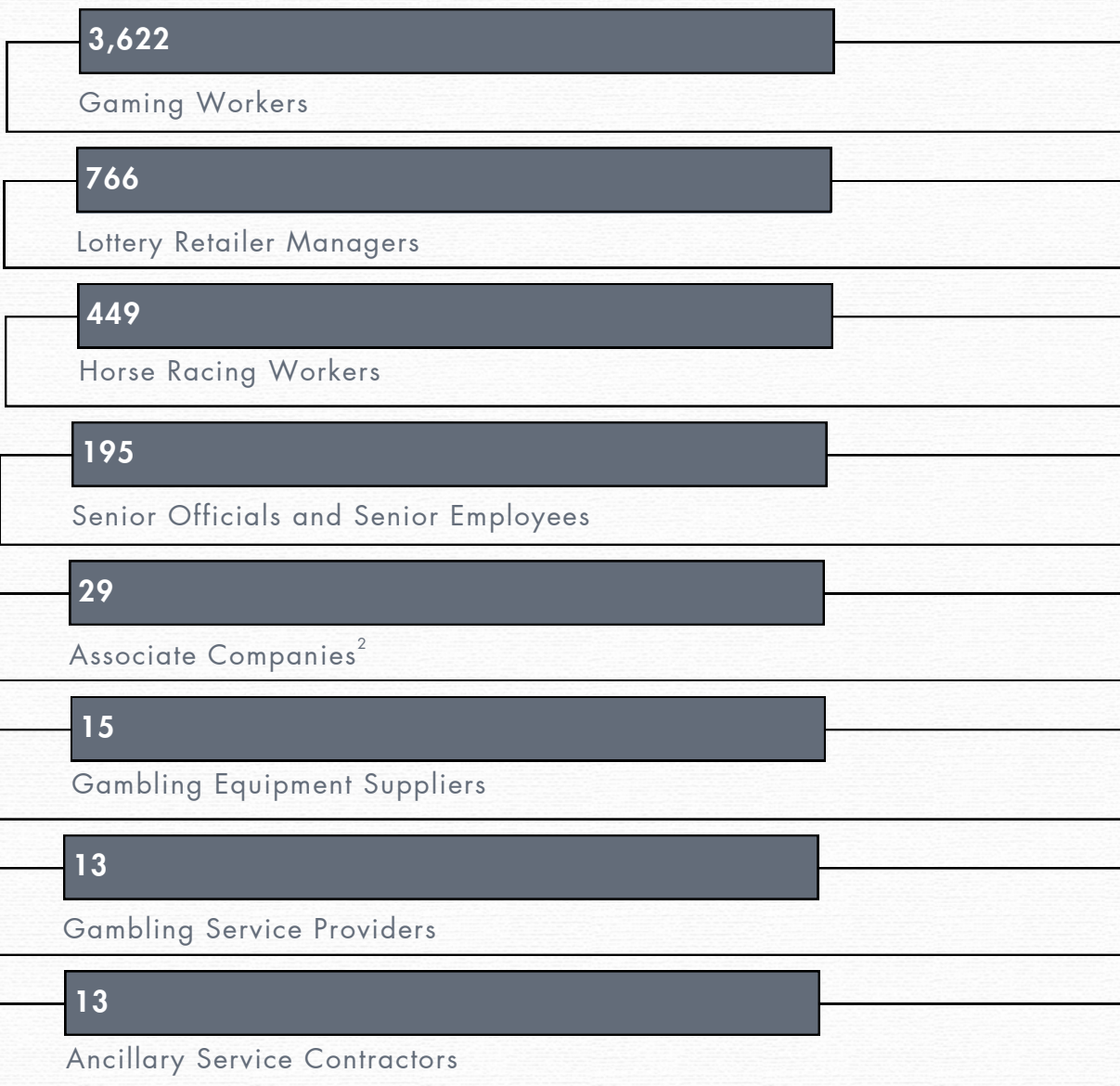
*Refer to Appendix B, Table 2: Corporate, Lottery Retailer Registration and Personnel Registration*

## Personnel and Lottery Registration

GPEB registers all workers involved in the commercial gambling industry. This includes individuals working in casinos, commercial bingo operations, horse racing, and those overseeing lottery retail operations. In addition, GPEB registers individuals working with service providers to the gaming industry, where those individuals may be present at a gaming facility or hold a role with access to gaming systems or supplies.

Refer to Appendix B, Table 3: Registration Decisions

### In 2023/24, GPEB renewed or processed new registrations for:



<sup>2</sup>The term 'Associate Companies' refers to organizations that hold an interest in, or otherwise benefit from, or oversee, a Gaming Services Provider.

## Game Integrity

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Prior to being used in B.C.'s gambling industry, all gambling supplies must be tested to the applicable requirements set forth in GPEB's Technical Gaming Standards. GPEB establishes and maintains these standards to ensure that gambling supplies operate fairly, deliver the stated odds of winning, and are auditable.

GPEB investigates player complaints and all reports of malfunctioning gambling supplies, including issues with casino-based electronic gambling devices (such as slot machines or gaming terminals), lottery products, internet gambling software, and electronic raffle systems.

Gambling supplies are routinely upgraded and need to be reviewed and recertified. Certification is suspended or revoked when a manufacturer or an Accredited Testing Facility (ATF) reports that a particular gambling product no longer meets GPEB's Technical Gaming Standards or in cases where the product has malfunctioned. Gambling supplies for which certification has been suspended or revoked must be taken out of service and not used in commercial or charitable gambling operations. Prior to being reinstated, any repairs, modifications, or upgrades must be retested by an ATF and recertified by GPEB.

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**795**

**Gambling supplies certified by GPEB in 2023/24**

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*Refer to Appendix B, Table 4, Gambling Supplies Certification*

# COMPLIANCE DIVISION

The Compliance Division conducts both charitable and commercial gambling audits to ensure compliance with legislation, regulation, and public interest standards and directives. The division's Horse Racing Unit develops and enforces rules and policies for horse racing, regulates horse racing events, and licenses all racing participants.



## The Audit Program

The audit program uses a risk-based approach to focus audit resources on areas of greatest priority to the branch. The audit program also promotes compliance with provincial gambling legislation through education for eligible organizations that conduct licensed gambling or receive gaming grants.

### The audit program focuses on five main areas for audits:

- 1 BCLC's overall conduct and management of all forms of gambling, including the corporation's PlayNow.com website and anti-money laundering procedures
- 2 BCLC's conduct and management of lottery gambling
- 3 BCLC's conduct and management of commercial gambling facilities (casinos, community gaming centres, and bingo halls)
- 4 Horse Racing
- 5 Licensed gambling and community gaming grants

## The Audit Program

### Overview of audits and financial integrity reviews completed in 2023/24:<sup>3</sup>



### Compliance and Education Enhancement Projects

Compliance and education enhancement projects were undertaken during the year and used by the audit team as an opportunity to have increased contact with charitable organizations.

**4,989**

Educational bulletins were distributed to charitable organizations conducting licensed gaming events during the year.

**1,010**

Notifications were sent to charitable organizations that were non-compliant with mandatory reporting requirements (Gaming Account Summary Reports and Gaming Event Revenue Reports).

**1,505**

Parent Advisory Councils (PACs) were sent a Control Self-Assessment Questionnaire, designed to provide the audit team with an overview of each PAC's governance, internal controls, financial management, reporting, and compliance practices.

<sup>3</sup> Under a risk-based approach, GPEB targets higher-risk organizations for non-compliance. Therefore, reported compliance rates will be lower than rates that would result from a random sample of all organizations. "Moderately non-compliant" is defined as findings that the recipient organization must address, for example if an organization fails to submit reporting documentation to GPEB. "Severely non-compliant" is defined as findings that may require immediate action from recipient organizations, for example an organization may have misused funds.

# HORSE RACING

GPEB's Horse Racing Unit regulates horse racing events in B.C. and develops policies and rules to ensure horse racing is conducted fairly and with integrity.

B.C.'s horse racing industry employs approximately 1,750 licensed owners, jockeys, drivers, trainers, grooms and exercise riders, all of whom must be licensed and registered with GPEB. In 2023/24, 449 horse racing workers were either licensed for the first time or had their licences renewed.

In 2023, GPEB's stewards and judges issued a total of 182 rulings: 136 were for thoroughbred racing infractions (issued by stewards), and 46 were for standardbred racing infractions (issued by judges).

*Refer to Appendix B, Table 7, Horse Racing Rulings*

In 2023, GPEB had 13 registered teletheatre sites in B.C. that presented simulcast satellite broadcasts of horse races conducted at local, national and international tracks.

<sup>4</sup> A triactor bet, the bettor picks three horses to finish first, second and third, in exact order

## Horse Racing Betting Fees

Horse racing betting fees are levies on bets made at horse racing events at Hastings Racecourse, Fraser Downs Racetrack, and Horse Racing Teletheatre B.C. (4.5 per cent on triactor bets<sup>4</sup> and 2.5 per cent on other bets).



Betting fees are transferred into the Consolidated Revenue Fund on a monthly basis. In 2023/24, the Province collected \$3.3 million in betting fees, retained \$1.9 million to offset the cost of regulating the industry, and returned \$1.4 million to the industry.

*Refer to Appendix B, Table 8, Horse Racing Wagering*

# ENFORCEMENT DIVISION

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GPEB's Enforcement Division enforces the *Gaming Control Act (GCA)* and *Gaming Control Regulation (GCR)* with Special Provincial Constable appointments. Investigators respond to instances of any conduct, activity or incident occurring in connection with gambling that could threaten the integrity of the industry - including instances of potential criminal activity.

The Enforcement Division operates under a risk-based regulatory enforcement model, guided by defined objectives emphasizing social responsibility, public safety, and voluntary regulatory compliance. The Division works collaboratively with BCLC, gaming services providers, and police agencies to safeguard the industry and address vulnerabilities.

## Investigations

GPEB's investigators work with the police to investigate various illegal gambling activities, including unauthorized lottery schemes, illegal gambling houses, and criminal offences occurring within casinos (such as loan sharking and money laundering).

GPEB may recommend charges for prosecution, issue tickets and warnings, or recommend administrative sanctions.



## Joint Illegal Gaming Investigation Team

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The Joint Illegal Gaming Investigation Team (JIGIT) is a coordinated investigation unit designed to address illegal gambling and money laundering. JIGIT is located within the Combined Special Forces Enforcement Unit BC (CFSEU-BC), the largest integrated joint forces police unit in Canada.

The primary focus of JIGIT is to disrupt organized crime and gang involvement in illegal gambling and to prevent criminals from using B.C. gambling facilities to launder the proceeds of crime.

## Gaming Intelligence Investigation Unit

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Operating within JIGIT, GPEB's intelligence specialists in the Gaming Intelligence Investigation Unit (GIU) work collaboratively with law enforcement partners to provide the government, and its policing partners, with information and situational awareness of organized crime and illicit activity impacting the integrity of gambling in B.C.

The GIU's mandate is to provide dedicated, integrated and coordinated multi-jurisdictional intelligence on illegal activity within B.C.'s gambling sector, with a particular focus on transnational organized crime networks and money laundering. The GIU is designed to improve the integrity of gambling in B.C. by enhancing all levels of enforcement, disruption, deterrence, and prevention, and specifically targeting high-threat criminal entities.

## Highlights of Enforcement Activities in 2023/24:

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Issued 118 prohibitions from B.C. gaming establishments through enhanced collaboration with police agencies to protect casino patrons from individuals who pose a risk to public safety



Addressed 100 unlicensed gambling events in the community



Recommended 2 charges under the Criminal Code

*Refer to Appendix B, Table 9, Investigations and Enforcement Actions of Incidents Reported*

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This year, the Enforcement Division identified a significant increase in illegal online gambling operations and marketing to the public in B.C. These operators pose significant risks to residents of B.C., including access by minors and inadequate protection of players from problem gambling harms. GPEB has taken action to suppress these activities and continues to work on addressing this issue.

# GAMBLING SUPPORTS DIVISION

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The Gambling Supports Division works to prevent gambling-related harms and to offer barrier-free support to B.C. residents impacted by gambling. The division's mandate includes providing expert advice on the province's various responsible gambling standards and conducting research to inform harm-reduction efforts and policies that prioritize the mitigation of gambling harms.



The division administers Gambling Support BC (GSBC), which provides a comprehensive range of services, from public awareness initiatives to direct support services:

- **Public Awareness and Education:** Through multimedia outreach, GSBC increases public awareness about responsible gambling and the risks of problem gambling. The division also offers training for schools, community organizations, and workplaces to equip stakeholders and partners with tools to identify and manage gambling-related harms.
- **Early Intervention and Support Services:** GSBC's harm reduction services include community outreach, free clinical or therapeutic counselling, and day treatment programs for individuals and families facing gambling-related harms.
- **Specialized programs:** GSBC offers specialized services for Indigenous individuals and communities, focusing on client-centered, Nation-based, and community-driven approaches. These services incorporate traditional and cultural values, fostering wellness and strengths-based support tailored to each community's unique needs.

## Notable Gambling Support Division highlights of 2023/24:

The Gambling Supports Division developed land-based healing services in First Nations communities, working with men's groups and youth on reconnecting members with their culture. Guided by traditional practices and community needs, the program worked closely with community elders and knowledge keepers to co-facilitate cultural activities. These land-based healing services strengthened cultural identities, promoted mental and emotional healing, reinforced community bonds, and created a culturally safe space for growth and wellness.

The division also partnered with the Gambling Research Exchange of Ontario (GREO) to develop an outcomes framework that links GSBC's prevention and outreach services to evidence-based desired outcomes. This framework will guide the assessment of initiatives, measure public awareness impacts, benchmark outcomes against other jurisdictions, and identify opportunities for improvement in GSBC services. This collaboration reflects a commitment to strengthening prevention and outreach efforts through data-driven insights.

*Refer to Appendix B, Table 10, Gambling Support BC*



<sup>5</sup> Based upon aggregate statistics from March 2024, with a dataset of over 6,319 completed treatment episodes since March 2012. These successful outcomes were achieved using an average of 8 counselling visits over 5 months.

## Responsible Gambling Standards

The Gambling Supports Division plays a critical role in safeguarding public health by providing expertise that shapes the province’s Responsible Gambling Standards. These standards are designed to protect minors, promote informed choices, reduce gambling risks, and ensure those impacted by gambling can access free, timely support.

Working closely with other GPEB divisions, BCLC, and community partners and stakeholders, the division supports Standards in key areas such as:

### Public Awareness

Ensuring all marketing includes responsible gambling messaging and avoids unrealistic promises.

### Informed Decision-Making

Providing clear information on game rules, odds, and responsible play resources.

### Youth and Safety

Restricting minors from gambling spaces and promoting visible responsible play.

### Financial Transparency

Enforcing clear payout policies and prohibiting credit extensions.

### Self-Exclusion

Supporting a robust self-exclusion program with training and effective enforcement.

### Game Design

Setting standards that ensure transparency and safety in both online and in-person games.

## Responsible Gambling Standards

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To specifically address the risks associated with online gambling, the Gambling Supports Division provides expertise for online gambling standards that ensure a safe and supportive experience on BCLC's PlayNow.com.

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### **Introduced in 2022, and fully implemented in 2024, the Responsible Gambling Standards for Internet Gambling Conducted by BCLC aim to:**

- 1 Offer players a safe and informative online environment
- 2 Support informed decision-making and reduce gambling-related risks
- 3 Promote player health and provide timely support to affected individuals

The division's input helps shape a responsible gambling landscape that prioritizes public safety, transparency, and overall player well-being. GPEB closely monitors adherence to these Standards to maintain accountability and create a safer gambling environment across B.C.

# STRATEGIC POLICY AND PROJECTS DIVISION

The *Gaming Control Act* requires GPEB to advise the Minister on broad gambling policy, standards and regulatory issues, and, under the Minister's direction, to manage the government's gambling policy. The Strategic Policy and Projects Division (SPPD) supports the integrity of gambling in B.C. by providing strategic policy, advice, and communications that support government's gambling objectives for the benefit of British Columbians.



## The division's key areas of responsibility are:

- 1 Identifying emerging issues in the gambling sector
- 2 Providing advice and recommendations to B.C.'s Solicitor General, Deputy Solicitor General, and General Manager on policy approaches that protect the integrity of gambling
- 3 Working with the gambling sector, including BCLC, gambling operators and associations, non-profit organizations, other provincial jurisdictions, and the federal government on gambling issues and initiatives
- 4 Ensuring B.C.'s legal, regulatory and policy framework supports the integrity of gambling and government's objectives for the gambling sector
- 5 Leading communications to the public about gambling

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## Gaming Control Act and Regulations

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Government passed a new *Gaming Control Act* (GCA), which received Royal Assent on November 3, 2022. The new legislation, which will come into force through regulation, implements government's commitment to strengthen the authority of the General Manager to regulate the gambling sector, clarifies roles and responsibilities between the regulator and BCLC, makes anti-money laundering a responsibility of the regulator, and modernizes the GCA to meet the needs of the current and evolving industry.

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With the new legislation, new regulations are required, and the Act provides authority for both Lieutenant Governor in Council and General Manager regulations on different topics. To gather input on a wide range of topic areas, SPPD developed 14 consultation papers and presentations, and held consultation meetings with several interested parties, including BCLC, casino operators, the First Nations Gaming Commission, individual First Nations, the horse racing sector, and the charitable gaming sector.

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Topics covered included gaming facility development projects, advertising, prevention of problem gambling, prevention of unlawful activity, security and surveillance, and training. SPPD is incorporating input from these consultations into the new regulations and facilitating ongoing engagement with participants.

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# OPERATIONS DIVISION

The Operations Division is responsible for providing financial, administrative, risk management, information management and technology (IMIT), records management, and workforce planning services for GPEB. The division manages Freedom of Information requests, monitors financial operations, and distributes gambling-related funding throughout the province.

## Financial Services

GPEB's financial services unit supports all divisions and business units in GPEB. This includes operational financial services, facilities management, contract management and budget administration, strategic financial advice to GPEB's executive, payment of community gaming grants and host local government payments, and distribution of horse racing revenue.

*Refer to Appendix B, Table 11 GPEB Budget and Expenditures*

## Records Management

The Records Management unit is responsible for ensuring GPEB records are stored, accessed, and managed in accordance with the Document Disposal Act and government's Core Policy and Procedures Manual. The unit has led GPEB's transition from paper to digital records and is training all GPEB staff on records management processes.

This unit also manages GPEB's response to Freedom of Information requests.

## Information Technology

The Information Technology (IT) unit manages, administers, enhances, maintains and supports line of business application environments and infrastructure to prevent service disruption to GPEB business units while ensuring that all data is securely managed.

The IT unit also delivers specialized reports, and guides information management to each division. The intranet site provides a tool for internal communications and access to operational materials, while the public-facing site provides information about the branch, and a mechanism for applying for licences that are administered by GPEB.

## Workforce Planning

The Workforce Planning unit provides human resources leadership and support to GPEB. The unit manages hiring, leadership training, succession planning, strategic HR planning, and shares best practices with the branch.

# TRANSITION TO THE INDEPENDENT GAMBLING CONTROL OFFICE (IGCO)

When the new *Gaming Control Act* (GCA) comes into force, GPEB is also anticipated to transition to the new Independent Gambling Control Office (IGCO). The IGCO will focus exclusively on gambling regulation and delivery of gambling support services, and financial matters respecting BCLC revenue will fully transition away from the gambling regulator to the Ministry of Finance.

GPEB's IGCO Transition Unit is leading the significant program of changes underway to implement the transition to the IGCO. This includes the development of the IGCO's website, updates to the Gaming Online Service in line with the new regulations, supporting GPEB's divisions with updates to operational policies, and engagement with the gambling sector on the transition.

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In 2023/24, SPPD and the IGCO Transition team led a consultation process with GPEB's operational work units on the implementation of the new Act and regulations to identify operational impacts and required updates to operational policies and business processes. This work will be ongoing until the new Act is in force.

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# APPENDICES

## Appendix A: Gambling Permitted in British Columbia

Commercial Gambling	Casinos	Bingo Halls	Community Gaming Centers	Co-Located Racetrack Casinos	Race Tracks	Lottery Outlets	PlayNow. Com	Licensed Events	Pubs & Bars
Commercial Bingo Games	X	X	X				X		
Lottery Products	X	X	X	X	X	X	X		X
Slot Machines	X		X	X			X		
Table Games	X			X			X		
Poker Tables	X			X			X		
Electronic Table Games	X		X	X			X		
Live Horse Racing					X				
Teletheatres	X		X	X	X				X
Single Event Sports Betting						X	X		
<b>Licensing of Gambling Events</b>									
Ticket Raffles								X	X
Independent Bingo								X	X
Social Occasion Bingo								X	X
Wheels of Fortune								X	X
Limited Texas Hold'em Poker								X	X

# APPENDICES

## Appendix B: Information Tables

<b>Table 1</b>	Licensed Gambling
<b>Table 2</b>	Corporate, Lottery Retail and Personnel Registration
<b>Table 3</b>	Registration Decisions
<b>Table 4</b>	Gambling Supplies Certification
<b>Table 5</b>	Number of Gambling Audits and Files by Category
<b>Table 6</b>	Summary of Horse Racing in British Columbia
<b>Table 7</b>	Horse Racing Rulings
<b>Table 8</b>	Horse Racing Wagering
<b>Table 9</b>	Investigations and Enforcement Actions of Incidents Reported
<b>Table 10</b>	Gambling Support BC
<b>Table 11</b>	GPEB Budget and Expenditures

# INFORMATION TABLES

## Table 1: Licensed Gambling

Licence Class	Event Type	2023/24		2022/23		2021/22	
		Licences Issued	Net Revenue <sup>6</sup> \$000's	Licences Issued	Net Revenue \$000's	Licences Issued	Net Revenue \$000's
Class A <sup>7</sup>	Ticket Raffles (registered, major, minor)	445	95,621	489	104,752	570	112,478
	Bingos	65	6,114	63	4,612	50	5,299
	Wheels of Fortune						
	Social Occasion Casino						
<b>Subtotal of Class A</b>		<b>510</b>	<b>101,735</b>	<b>552</b>	<b>109,364</b>	<b>620</b>	<b>117,777</b>
Class B <sup>8</sup>	Ticket Raffles	3,979	13,260	3,304	11,728	1,851	8,843
	Bingos	84	618	62	286	35	202
	Wheels of Fortune	8	5	4	3	2	3
	Social Occasion Casino	14	32	14	27		
	Poker	54	168	57	211	23	59
<b>Subtotal of Class B</b>		<b>4,139</b>	<b>14,083</b>	<b>3,441</b>	<b>12,255</b>	<b>1,911</b>	<b>9,107</b>
Class C <sup>9</sup>	Ticket Raffles	16	8,936	16	8,729	5	8,029
	Wheels of Fortune	2	228	2	259	1	117
	Bingos	1	7	1	3		
	Limited Occasion Casino						
<b>Subtotal of Class C</b>		<b>19</b>	<b>9,171</b>	<b>19</b>	<b>8,991</b>	<b>6</b>	<b>8,146</b>
Class D <sup>10</sup>	Ticket Raffles	4,455	2,387	3,654	2,013	1,736	1,731
	Bingos	131	183	102	172	63	68
<b>Subtotal of Class D</b>		<b>4,586</b>	<b>2,570</b>	<b>3,756</b>	<b>2,185</b>	<b>1,799</b>	<b>1,799</b>
<b>Grand Total All Licence Classes Issued</b>		<b>9,254</b>	<b>127,559</b>	<b>7,768</b>	<b>132,795</b>	<b>4,336</b>	<b>136,829</b>

# INFORMATION TABLES

## Table 1: Licensed Gambling (continued)

- 6 Net revenue figures have been rounded and are estimated based on Gaming Event Revenue Reports (GERRs) received by May 23, 2024. Licensees submit GERRs as part of the 90-day post-licensed gambling event reporting requirements.
- 7 Class A licences are issued to eligible charitable and religious organizations for gambling events expected to generate gross revenue exceeding \$20,000.
- 8 Class B licences are issued to eligible charitable and religious organizations for gambling events expected to generate gross revenue not exceeding \$20,000.
- 9 Class C licences are issued to approved boards of community fairs and exhibitions that operate ticket raffles, bingos, wheels of fortune and limited casinos. These licences are issued to established fairs and exhibitions only.
- 10 Class D licences are issued to eligible groups or organizations wishing to conduct small-scale gambling events expected to generate gross revenue not exceeding \$5,000.

# INFORMATION TABLES

## Table 2: Corporate, Lottery Retailer and Personnel Registration

	2023/24		2022/23		2021/22	
	New	Renewal	New	Renewal	New	Renewal
<b>Corporate Registrations<sup>11</sup></b>						
Gaming Services Providers	2	11	10	18	3	23
Gaming Equipment Suppliers	4	11	4	11	4	12
Associate Companies <sup>12</sup>	4	25	5	19		
Ancillary Service Contractors	1	12	4	5	0	3
Senior Officials and Senior Employees	26	169	145	150	91	156
<b>Totals</b>	<b>37</b>	<b>228</b>	<b>168</b>	<b>203</b>	<b>98</b>	<b>194</b>
<b>Lottery Retail and Personnel Registrations<sup>13</sup></b>						
Gaming Workers <sup>14</sup>	3,080	542	5,135	1,925	6,360	1,356
Lottery Retail <sup>15</sup> Managers	130	636	281	615	308	436
Horse Racing Workers	143	306	172	383	143	410
<b>Totals</b>	<b>3,353</b>	<b>1,481</b>	<b>5,589</b>	<b>2,922</b>	<b>6,811</b>	<b>2,202</b>

# INFORMATION TABLES

## Table 2: Corporate, Lottery Retailer and Personnel Registration (continued)

- 11 Term length for new and renewal corporate registrations is up to five years but is commonly set to four years to allow time for the processing of renewals.
- 12 Associate Companies were not tracked prior to 2022/23, these are organizations that hold an interest in, or otherwise benefit from, or oversee, a Gaming Services Provider. The term “associate” is defined in Section 2 of the Gaming Control Regulation.
- 13 New and renewal personnel (gaming worker) registration term is up to three years.
- 14 Gaming workers include all workers in the B.C. gambling industry defined by prescribed classes of registration in the Gaming Control Regulation.
- 15 Lottery Retail registration is cyclical and has a term of three years.

# INFORMATION TABLES

## Table 3: Registration Decisions

Registration Type	2023/24			2022/23			2021/22		
	Denied	Cancelled	Ceased <sup>16</sup>	Denied	Cancelled	Ceased	Denied	Cancelled	Ceased
Gambling Workers	68 <sup>17</sup>	29	1,440	137	28	2,268	97	8	127
Horse Racing Workers	3	2	0	4	1	0	6	2	0
Corporate Registration (Senior Personnel)	0	0	2	1	0	0			
Lottery Retail Managers	2	1	315	4	0	245	0	0	33
<b>Total</b>	<b>73</b>	<b>32</b>	<b>1,757</b>	<b>146</b>	<b>29</b>	<b>2,513</b>	<b>103</b>	<b>10</b>	<b>205</b>

16 Ceased indicates that the registration has expired or that the registrant has requested it to be ended.

17 30 of the denied applications were due to incomplete application submissions and a failure to respond to requests for required information.

# INFORMATION TABLES

## Table 4: Gaming Supplies Certification

Certification Type	2023/24		2022/2023		2021/22	
	Certification	Revocation	Certification	Revocation	Certification	Revocation
Lottery Tickets: Scratch & Win, Pull Tab	71	0	79	0	81	0
Online (Playnow.com)	271	0	109	0	137	0
Casino (Electronic Gaming Devices & Other Supplies)	447	33	501	14	406	4
Casino (Table Games)	1	0	2	0	2	0
Electronic Raffle System (ERS) (Licensed/Charitable 50/50)	2	0	5	0	6	0
Other (Lottery systems, Lotto Express, Bingo, etc.)	3	0	4	0	1	0
<b>Total</b>	<b>795</b>	<b>33</b>	<b>700</b>	<b>14</b>	<b>633</b>	<b>4</b>

# INFORMATION TABLES

**Table 5: Number of Gambling Audits and Files by Category**

	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>
Casinos, Community Gaming Centers, Bingo Halls, and Racetracks	11	14	36
BCLC's Conduct of Commercial & Lottery Gambling	6	7	8
Financial Integrity Analysis of Corporate Registrants	17	35	32
Gaming Grants	68	103	166
Licences	69	81	42
<b>Total</b>	<b>171</b>	<b>240</b>	<b>284</b>

# INFORMATION TABLES

**Table 6: Summary of Horse Racing in British Columbia<sup>18</sup>**

	2023	2022	2021	2023	2022	2021	2023	2022	2021
	Race Days <sup>19</sup>			Live Races			Horses Ran		
<b>Thoroughbred</b>									
Hastings Racecourse (Vancouver)	44 <sup>20</sup>	45 <sup>22</sup>	39 <sup>24</sup>	317	312	269	1,814	1,987	1,598
<b>Standardbred</b>									
Fraser Downs Racetrack (Surrey)	56 <sup>21</sup>	64 <sup>23</sup>	34 <sup>25</sup>	492	625	332	3,386	3,914	2,044

# INFORMATION TABLES

**Table 6: Summary of Horse Racing in British Columbia  
(continued)**

- 18 Horse racing results are reported in calendar year, as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding wagering and drug testing are also reported by calendar year.
- 19 The number of horse racing days is determined by the different breed associations in consultation with the track operator through the Horse Racing Industry Management Committee and approved by the General Manager of GPEB.
- 20 In 2023, 45 race dates were approved: 44 were raced; 1 was cancelled due to unsafe air quality in August.
- 21 In 2023, 56 race dates were approved, and all 56 race dates were conducted as originally assigned.
- 22 In 2022, 45 race dates were approved: 45 were raced; 1 was cancelled due to a high Air Quality Health Index in September; 1 additional day was added in October.
- 23 In 2022, 69 race dates were approved: 64 were raced; 12 days were cancelled, (4 in January, 2 in February, and 2 in December due to unsafe track conditions due to weather; 1 in April due to an unexpected regulatory staff shortage; and 3 in December at the request of the horsepersons association and track operator); 7 additional days were added, (1 in April, 2 in May, and 4 in June).
- 24 In 2021, 51 race dates were approved: 39 were raced; 12 days were cancelled, (10 due to COVID-19 related financial pressures on the industry; and 2 due to extreme heat at the end of June).
- 25 In 2021, 63 race dates were approved: 34 were raced; 29 days were cancelled, (26 due to COVID-19 related financial pressures on the industry; 2 due to mechanical issues with the starting gate cars; and 1 due to unsafe track conditions due to weather).

# INFORMATION TABLES

## Table 7: Horse Racing Rulings<sup>26</sup>

	2023	2022	2021
<b>Standardbred</b>			
Whipping violations	4	8	1
Racing or driving infractions committed during a race	23	39	20
Drug or alcohol infractions involving either horses or registered horse racing workers	6	11	4
Inappropriate behaviour in the backstretch area of a racetrack	9	5	4
Licensing or registration violations	0	0	1
Horses that bled during a race	0	0	0
Restoration of a horse or a horse racing worker of good standing <sup>27</sup>	2	3	1
Other categories <sup>28</sup>	2	2	3
<b>Total Standardbred Rulings</b>	<b>46</b>	<b>68</b>	<b>34</b>
<b>Thoroughbred</b>			
Racing or riding infractions committed during a race	71	43	19
Drug or alcohol infractions involving either horses or registered horse racing workers	12	6	4
Entering an ineligible horse	1	1	0
Inappropriate behaviour in the backstretch area of a racetrack	21	12	11
Licensing or registration violations	5	2	4
Horses that bled during a race	1	2	2
Restoration of a horse or a horse racing worker of good standing <sup>27</sup>	6	5	4
Other categories <sup>28</sup>	19	15	44
<b>Total Thoroughbred Rulings</b>	<b>136</b>	<b>86</b>	<b>88</b>

# INFORMATION TABLES

## Table 7: Horse Racing Rulings (continued)

- |    |  |
|----|--|
| 26 | Horse racing results are reported in calendar year, as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding drug testing are also reported by calendar year. |
| 27 | When a licensee is suspended pending a hearing before the Judges/Stewards, a ruling is generated following the hearing reinstating him/her to good standing.   |
| 28 | "Other" captures a ruling that does not fall within any of the other categories or is not race-related.  |

# INFORMATION TABLES

**Table 8: Horse Racing Wagering**<sup>29</sup>

	2023	2022	2021
	<b>\$000's</b>		
Hastings Park Live Races <sup>30</sup>	3,680	3,365	846
Hastings Park Simulcast Wagers <sup>31</sup>	12,644	12,564	6,265
<b>Total HP</b>	<b>16,324</b>	<b>15,929</b>	<b>7,111</b>
Fraser Downs Live Races <sup>32</sup>	490	404	108
Fraser Downs Simulcast Wagers <sup>33</sup>	3,144	4,219	1,662
<b>Total FD</b>	<b>3,634</b>	<b>4,623</b>	<b>1,770</b>
Hastings Park Races	164	191	48
Fraser Downs Races	45	41	3
Wagers on Other Racetracks	19,584	16,762	12,766
<b>Total Teletheatre BC<sup>34</sup></b>	<b>19,793</b>	<b>16,994</b>	<b>12,817</b>
Hastings Park Races	1,806	1,929	1,873
Fraser Downs Races	702	766	553
Wagers on Other Racetracks	75,878	76,699	91,120
<b>Total HPIbet.com BC<sup>35</sup></b>	<b>78,386</b>	<b>79,394</b>	<b>93,546</b>

# INFORMATION TABLES

## Table 8: Horse Racing Wagering (continued)

- 29 Horse racing results are reported in calendar year as betting permits are issued for calendar year. All results from Canadian Pari-Mutuel Agency regarding wagering are also reported by calendar year.
- 30 Live racing at Hastings took place without any fans in attendance for the first two months of the 2021 season due to COVID-19 and reopened to fans in July 2021. Of the 39 HP Live Race days conducted in 2021, the first 14 race days took place without spectators in attendance, while the last 25 days were conducted with fans in the stands. Hence, the comparatively low, (\$846k), wagering at Hastings on their Live Races in 2021.
- 31 The simulcast facility at Hastings was closed due to COVID-19 as of March 17, 2020, and remained closed until July 2021. Hence, the comparatively low, (\$6.265m), Simulcast Wagers at Hastings in 2021.
- 32 Live racing at Fraser Downs took place without any fans in attendance until September 2021, due to COVID-19. Of the 34 FD Live Race days conducted in 2021, the first 10 race days took place without fans in attendance, while the last 24 days were conducted with fans in the stands. Consequently, only \$108k was wagered at Fraser Downs on their Live Races in 2021.
- 33 The simulcast facility at Fraser Downs was closed due to COVID-19 as of March 17, 2020, and remained closed until August 2021. Hence, the comparatively low, (\$1.662m), Simulcast Wagers at Fraser Downs in 2021.
- 34 Teletheatre BC venues located at Casinos and Community Gaming Centres were closed due to COVID-19, with six reopening throughout 2021. Three teletheatres located in pubs/restaurants were open for the majority of 2021, when permitted under COVID orders/protocols.
- 35 Due to COVID-19 related closures, some wagering that would typically take place at bricks and mortar teletheatre and racetrack venues shifted to online wagering, resulting in a significant increase in HPIbet.com B.C. wagering in 2021. The decrease in HPIbet.com B.C. wagering in 2022 and 2023 vs 2021 can be attributed to the reopening of bricks and mortar venues.

# INFORMATION TABLES

**Table 9: Investigations and Enforcement Actions of Incidents Reported**

	<b>2023/24</b>	2022/23	2021/22	<b>2023/24</b>	2022/23	2021/22
Type <sup>36</sup>	Incidents Reported <sup>37</sup>			Enforcement Action <sup>38</sup>		
Gaming Control Act Offences <sup>39</sup>	<b>3,454</b>	4,600	2,467	<b>107</b>	154	125
Criminal Code Offences <sup>40</sup>	<b>4,625</b>	4,790	3,323	<b>74</b>	39	70
Other <sup>41</sup>	<b>1,565</b>	1,291	759	<b>122</b>	27	5
Total	<b>9,644</b>	10,681	6,549	<b>303</b>	220	200

36 In the previous report, suspicious cash transactions were included in "Criminal Code Offences", therefore proceeds of crime (POC)/money laundering reports have been included in "Criminal Code Offences" in this table for consistency. 2023/24 POC/money laundering incidents reported = 1045, with 0 receiving enforcement action.

37 "Incidents Reported" indicates that GPEB received a report or complaint.

38 "Enforcement Action" indicates that GPEB took action that resulted in recommended charges, fines, GPEB prohibitions, verbal or written warnings, and in the case of GCA reports, administrative actions.

39 "Gaming Control Act Offences" include all offences listed in the *Gaming Control Act* and *Gaming Control Regulation*, e.g., reports of code of conduct, registration files, minors, breach of prohibition.

40 "Criminal Code Offences" include reports of assault, cheat at play, common gaming house, counterfeit, extortion, fraud, illegal lottery, internet gaming (PlayNow.com), loan sharking, personation, robbery, theft, threats, weapons possession, and POC/money laundering.

41 "Other" includes incidents which lie outside the other defined categories, e.g., abandonment of child, civil harassment, mischief, intoxication, drug use, assistance files to other jurisdictions.

# INFORMATION TABLES

## Table 10: Gambling Support BC

	2023/24	2022/23	2021/22
<b>Program Outputs</b>			
Number of prevention presentations	3,271	3,159	2,630
Calls made to Support Line (specific to problem gambling) <sup>42</sup>	2,509	2,937	3,072
Referrals to Gambling Support BC from Support Line	419	666	507
Clients served (new clinical and outreach interactions combined)	2,468	2,649	1,533
Discovery Day Treatment Program participants (online)	83	81	70
<b>Number of Contracted Service Providers</b>			
Clinical Counsellors	17	19	23
Prevention Providers <sup>43</sup>	n/a	10	16
Indigenous Services Providers <sup>44</sup>	6	6	11
Gambling Outreach Support Providers <sup>45</sup>	14	8	9

- 42 Metrics provided by United Way BC 211, contracted service provider for the Gambling Support Line.
- 43 As of fiscal 2023/24, Prevention Provider services have been incorporated by Gambling Outreach Support Providers.
- 44 Not all service providers identify as Indigenous but specialize in providing services in Indigenous contexts.
- 45 This increase is the result of the Gambling Outreach Support Providers subsuming services previously delivered by Prevention Providers.

# INFORMATION TABLES

## Table 11: GPEB Budget and Expenditures

	2023/24	2022/23	2021/22
<b>Branch Budget</b>			
Core Operations	\$15,886,049	\$13,620,936	\$13,622,000
Gambling Support BC	\$4,500,000	\$5,352,129	\$5,916,000
<b>Total Branch Budget</b>	<b>\$20,386,049</b>	<b>\$18,973,065</b>	<b>\$19,538,000</b>
<b>Branch Expenditures</b>			
Salaries and Benefits Cost	\$13,739,319	\$13,929,643	\$14,286,257
Operating and Business Expenses	\$2,308,724	\$1,221,212	\$1,637,575
Subtotal	\$16,048,043	\$15,150,855	\$15,923,832
<b>Gambling Support BC</b>			
Salaries and Benefits Cost	\$1,490,045	\$1,064,014	\$806,497
Operating and Business Expenses	\$230,011	\$314,418	\$347,501
Contracts	\$2,882,164	\$3,087,806	\$3,328,250
Subtotal	\$4,602,220	\$4,466,238	\$4,482,248
<b>Total Branch Expenditures</b>	<b>\$20,650,263</b>	<b>\$19,617,093</b>	<b>\$20,406,080</b>
<b>Surplus (Deficit)</b>	<b>\$(264,214)</b>	<b>\$(644,028)</b>	<b>\$(868,080)</b>

