Canadian Gambling Digest 2010-2011

CANADIAN PARTNERSHIP for RESPONSIBLE GAMBLING

Prepared by the Responsible Gambling Council on behalf of the Canadian Partnership for Responsible Gambling.

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Introduction

The Partnership

In 2004, a group of non-profit organizations, gaming providers, and gaming regulators came together to form the *Canadian Partnership for Responsible Gambling* (CPRG). The first priority of the Partnership was the assembly of reliable and accurate gambling-related information across the country. The result was the *Canadian Gambling Digest,* an annual report of statistics related to gambling in each of the ten Canadian provinces. This edition of the *Digest* is the ninth report released to date.

The Report

The *Digest* is arranged by subject matter, starting with general industry data (venues, games, charitable gaming licences), followed by revenues; revenue distributions; gambling participation; problem gambling prevalence; problem gambling assistance; and on-site information and support at gaming venues. Data in each section is presented in tables and charts. Accompanying text describes the data and highlights some of its more salient features. While considerable effort is made to ensure that the data in a given table or chart is comparable across provinces, this is not always possible due to differences in record keeping and other factors. Unless stated otherwise, all data in this edition of the *Digest* pertain to fiscal 2010-11 (April 1, 2010 to March 31, 2011). Revenues have been rounded off to the nearest thousand.

Data Sources

Information in the *Digest* is obtained from annual reports, previous *Digests,* other publicly available documents, websites, and extensive direct contact with gaming providers, regulators, and other individuals from various organizations and government departments. Data that were inaccessible at the time of publication or could not be determined are denoted throughout the report as "unavailable." Further detail about the data presented may be found in the documents listed in the *References* section.

Venues, Games, Charitable Gaming Licences

Table 1 shows the number of gaming venues available across Canada in 2010-11. As can be seen, all provinces had venues with electronic gaming machines (EGMs), as well as horse racing venues and lottery ticket outlets. Across Canada overall, there were approximately 35,783 gaming venues in total. This is 393 less than the 36,176 reported in 2009-10 (CPRG, 2011). The highest number of venues was in Québec and Ontario (10,651 and 10,159); the lowest was in Prince Edward Island (217).

Table 1. Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo Facilities										
Total Bingo Facilities	27	29	15	2	74	41	0	0	0	0
Casinos										
First Nation (On Reserve)	1	5	6	2	2	0	0	0	0	0
Non-First Nation	16	19	2	2	8	4	1	2	2	0
Total Casinos	17	24	8	4	10	4	1	2	2	0
Electronic Gaming Machine (EGM) Venues										
Bars, Lounges, etc. with VLTs	0	1,000[1]	629	544[2]	0	1,932[3]	273	382[4]	39	414
Bingo Facilities with Slots	16	0	0	0	0	0	0	0	0	0
Casinos with Slots	17[5]	24	8	4	10	4	1	2	2	0
Racetracks with Slots or VLTs	0[6]	3	0	1	17	0	0[7]	0	0[8]	0
Total EGM Venues	33	1,027	637	549	27	1,936	274	384	41	414
Electronic Keno Venues										
Total Electronic Keno Venues	3,888	88	0	895	0	5	0	0	0	0
Horse Racing Venues										
Major Racetracks	2	4	2	1	17	0	2	3	2	1
Minor Racetracks	4	1	2	6	3	4	1	1	0	0
Teletheatres	22	46	4	8	79	0	2	5	0	0
Total Horse Racing Venues	28	51	8	15	99	4	5	9	2	1
Lottery Ticket Outlets										
Total Lottery Ticket Outlets	3,994	2,562	815	879	9,976	8,670	891	1,115	174	1,014
Player-banked Poker Rooms or Areas										
Days Used per Month	30	30	Unavailable	30	30	30	30	26	27	0
Total Poker Rooms or Areas	9	22	Unavailable	4	9	4	1	2	2	0
Sports Betting Rooms or Areas										
Days Used per Month	0	0	0	0	30	0	0	0	0	0
Total Sports Betting Rooms or Areas	0	0	0	0	2	0	0	0	0	0
Total Venues 2010-11	**4,066**	**3,666**	**1,475**	**1,442**	**10,159**	**10,651**	**1,170**	**1,508**	**217**	**1,429**
Total Venues 2009-10	4,119	3,604	1,470	1,410	10,327	10,720	1,225	1,534	226	1,541
% Change	-1.3	1.7	0.3	2.3	-1.6	-0.6	-4.5	-1.7	-4.0	-7.3

Total venues 2010-11: 35,783. Total venues 2009-10: 36,176. Overall change: -1.1%. **Note:** *Total Venues 2010-11* may not equal its subtotals above because some venues (e.g., keno) are contained within other venues and are therefore not counted twice. Bingo facilities are venues designated for bingo full-time (e.g., bingo association halls). Casinos are permanent, and include those termed 'Aboriginal,' 'charity,' 'commercial,' 'community,' 'destination,' 'exhibition,' 'First Nation', and 'government-run.' Electronic keno venues are facilities where rapid (electronic) keno can be played. Players select several numbers between 1 and 80 that are matched against randomly-generated winning numbers. Draws occur at regular, short intervals (e.g., every four to ten minutes). Horse racing venues are facilities issued at least one permit by the *Canadian Pari-Mutuel Agency* (CPMA) to conduct pari-mutuel betting in fiscal 2010-11. Figures do not include facilities issued permits that did not ultimately conduct any pari-mutuel activity during the period that the permits were valid for. *Major Racetracks* are those that held 15 or more live days of racing in 2010-11; *Minor Racetracks* are those that held fewer than 15. *Teletheatres* are buildings where horse races are televised and off-track bets are placed. Player-banked poker is poker played against other patrons rather than the house. *Rooms or Areas* are those in a gaming venue where player-banked poker took place at least once per month. The rooms or areas could have been used for poker only, or for poker and other purposes at different times (e.g., meetings, other gaming activities). *Days Used per Month* may be estimates only. Sports betting is gambling on the outcome of sporting events in specific, designated rooms or areas of a gaming venue. It does not include the purchase of sports lottery tickets (e.g., Pro-line), nor does it include betting on horse races. Players bet on the winner, point spread, total score, or other statistic occurring in *multiple* sporting events rather than a single event (which is prohibited by Canadian law). *Rooms or Areas* are those in a gaming venue where sports betting took place at least once per month. The rooms or areas could have been used for sports betting only, or for sports betting and other purposes at different times (e.g., meetings, other gaming activities). *Days Used per Month* may be estimates only.

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1 Includes 75 *Video Gaming Entertainment Rooms* (VGERs).

2 Includes 35 sites on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

3 Includes 2 gaming halls (which used to be VLT-at-racetrack facilities) and 71 establishments awaiting installation.

4 Includes 37 VLT sites on First Nations reserves.

Footnotes from previous page continued…

5 Includes *Fraser Downs Racetrack & Casino* and *Hastings Racecourse Casino,* both of which are casinos co-located at a racetrack.

6 The Province's two racetracks with slot machines are considered to be *Racecourse Casinos* or *Casinos Co-located at a Racetrack.* Thus, they are included in *Casinos with Slots* above.

7 While there were two racetracks with VLTs in New Brunswick in 2010-11, they are considered to be part of the *Bars, Lounges,* etc. *with VLTs* network.

8 The two racetracks with slot machines are considered to be casinos located at a racetrack (both the casinos and the racetracks are operated by Atlantic Lottery). As such, they are included in *Casinos with Slots.*

The availability of specific types of games across Canada in 2010-11 is shown in Table 2. As can be seen, all provinces had EGMs, although the particular type they had and where the machines were located varied somewhat by jurisdiction. Internet gaming—relatively new to Canada—was available in six provinces. Across the country overall, there were 106,040 games in total. This is 1,295 more than the 104,745 reported in 2009-10 (CPRG, 2011). The highest number of games was in Ontario and Alberta (25,006 and 21,294); the lowest was in Prince Edward Island (524).

Table 2. Games

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Electronic Bingo Units										
Handheld Devices	0	1,484	0	0	0	0	0	0	0	0
Terminals	5,044	60	0	601[9]	752	0	0	0	0	0
Total Electronic Bingo Units	5,044	1,544	0	601	752	0	0	0	0	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	1,848	0	0	0	0	0	0	0	0	0
Slots at Casinos	9,463[10]	12,443[11]	2,865	3,172	12,338	6,156	500	903	248	0
Slots or VLTs at Racetracks	0	835	0	140	11,110	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	5,982[12]	3,936	5,673[13]	0	11,635[14]	1,998	2,808[15]	268	2,020
Total EGMs	11,311	19,260	6,801	8,985	23,448	17,791	2,498	3,711	516	2,020
Gaming Tables										
Electronic	49	7	0	0	237	13	5	2	0	0
Live	437	483	89	135	569[16]	255	30	40	8	0
Total Gaming Tables	486	490	89	135	806	268	35	42	8	0
Internet Gaming										
Internet Gaming Available	Yes	No	No	No	No	Yes	Yes	Yes	Yes	Yes
Total Games 2010-11	**16,841**	**21,294**	**6,890**	**9,120**	**25,006**	**18,059**	**2,533**	**3,753**	**524**	**2,020**
Total Games 2009-10	16,759	20,662	6,945	9,063	24,817	18,135	1,981	3,800	524	2,059
% Change	0.5	3.1	-0.8	0.6	0.8	-0.4	27.9	-1.2	0.0	-1.9

Total games 2010-11: 106,040. Total games 2009-10: 104,745. Overall change: +1.2%. **Note:** Gaming tables are generally those at permanent facilities only. Electronic gaming tables are fully automated, with several player stations that allow patrons to play a variety of games electronically (e.g., blackjack, poker, roulette). Typically, a horizontal plasma screen displays the table top and game activity, while an upright plasma screen displays a video dealer.

9 These are both bingo terminals and slot machines. As such, they are also included in *Slots at Casinos* under EGMs. They are not counted twice, however, in *Total Games.*

10 Includes the 469 slot machines at *Fraser Downs Racetrack & Casino,* and the 596 slot machines at *Hastings Racecourse Casino.*

11 Does not include the 675 slot machines at summer fair casinos or other temporary exhibitions.

12 Includes 1,603 VLTs at *Video Gaming Entertainment Rooms* (VGERs).

13 Includes 1,191 VLTs on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

14 Includes 410 VLTs at gaming halls, but does not include their electronic poker or roulette units (totalling 125 gaming positions).

15 Includes 574 VLTs on First Nations reserves.

16 Includes 60 gaming tables at the Aboriginal *Great Blue Heron Charity Casino.*

Table 3. Type of Internet Gaming Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Instant Win/Scratch	–	–	–	–	–	–	✓	✓	✓	✓
Lottery Tickets	✓	–	–	–	–	–	✓	✓	✓	✓
Other Games										
Bingo	✓	–	–	–	–	–	✓	✓	✓	✓
Casino Slots	✓	–	–	–	–	–	–	–	–	–
Casino Table Games	✓	–	–	–	–	✓	–	–	–	–
Ingenio	–	–	–	–	–	–	–	–	–	–
Player-banked Poker	✓	–	–	–	–	✓	–	–	–	–
Sports Betting (other than lottery)	✓	–	–	–	–	–	✓	✓	✓	✓
Video Poker	✓	–	–	–	–	–	–	–	–	–

Table 4. Number of Lottery Ticket Terminals Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Self-service Terminals	2,069	0	0	0	0	60	0	41	0	0
Retailer Terminals	3,962	2,562	815	887	9,976	8,731	891	1,074	174	1,008
Total Terminals 2010-11	**6,031**	**2,562**	**815**	**887**	**9,976**	**8,791**	**891**	**1,115**	**174**	**1,008**
Total Terminals 2009-10	6,152	2,466	800	880	10,147	8,727	911	1,171	182	1,077
% Change	-2.0	3.9	1.9	0.8	-1.7	0.7	-2.2	-4.8	-4.4	-6.4

Total terminals 2010-11: 32,250. Total terminals 2009-10: 32,513. Overall change: -0.8%. **Note:** Retailer terminal means the *retailer* uses the machine to dispense lottery tickets for players. Self-service terminal (vending machine) means the *player* dispenses their own lottery tickets.

Table 5 shows the number of venues and games available per 100,000 people 18+ across Canada in 2010-11. As the table shows, EGMs—as well as lottery ticket terminals and outlets—had the highest per capita numbers across the country overall.

Table 5. Venues and Games per 100,000 People 18+

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Venues										
Bingo Facilities	0.7	1.0	1.9	0.2	0.7	0.6	0.0	0.0	0.0	0.0
Casinos	0.5	0.8	1.0	0.4	0.1	0.1	0.2	0.3	1.8	0.0
EGM Venues	0.9	35.4	79.2	57.8	0.3	30.3	44.9	50.0	36.2	99.4
Electronic Keno Venues	105.6	3.0	0.0	94.2	0.0	0.1	0.0	0.0	0.0	0.0
Horse Racing Venues	0.8	1.8	1.0	1.6	0.9	0.1	0.8	1.2	1.8	0.2
Lottery Ticket Outlets	108.5	88.4	101.4	92.5	95.1	135.9	145.9	145.1	153.4	243.4
Poker Rooms or Areas	0.2	0.8	Unavailable	0.4	0.1	0.1	0.2	0.3	1.8	0.0
Sports Betting Rooms or Areas	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Games										
Electronic Bingo Units	137.0	53.2	0.0	63.2	7.2	0.0	0.0	0.0	0.0	0.0
EGMs	307.3	664.2	845.9	945.4	223.5	278.8	408.9	483.1	455.0	484.8
Gaming Tables	13.2	16.9	11.1	14.2	7.7	4.2	5.7	5.5	7.1	0.0
Lottery Ticket Terminals	163.9	88.4	101.4	93.3	95.1	137.8	145.9	145.1	153.4	241.9

Average bingo facilities: 0.5. **Average casinos:** 0.5. **Average EGM venues:** 43.4. **Average electronic keno venues:** 20.3. **Average horse racing venues:** 1.0. **Average lottery ticket outlets:** 130.9. **Average poker rooms or areas:** 0.4. **Average sports betting rooms or areas:** 0.0. **Average electronic bingo units:** 26.1. **Average EGMs:** 509.7. **Average gaming tables:** 8.6. **Average lottery ticket terminals:** 136.6. **Note:** Some venues in Table 5 (e.g., keno) are contained within other gaming venues. The age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18. In all other provinces, one must be 19.

The number of charitable gaming licences that were issued across the country in 2010-11 is presented in Table 6. As shown, the greatest number of licences was generally issued for raffles. Across Canada overall, approximately 41,268 licences were issued in total. This is 904 more than the 40,364 reported in 2009-10 (CPRG, 2011).

Table 6. Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	336	857	513	260	8,036	1,844[17]	255	220	27	400[18]
Break Open / Pull-tickets	0	241	278	191	233	660[19]	22	22	Unavailable	219[18]
Casinos	27	3,524	2	4	0	0	8[20]	0	6	12
Poker	125	0	234	68	0[21]	0	97	0	0	Unavailable
Raffles	8,613	278[22]	2,078	305	201	1,165	620	1,133	239	2,330
Other	28	0	486	6	42	0	0	4,826	652	366
Total Licenses 2010-11	**9,129**	**4,900**	**3,591**	**834**[23]	**8,512**[24]	**3,009**[25]	**1,002**	**6,201**	**924**	**3,166**[26]
Total Licenses 2009-10	8,547	4,750	3,129	806	9,031	3,105	882	6,159	1,122	2,833
% Change	6.8	3.2	14.8	3.5	-5.7	-3.1	13.6	0.7	-17.6	11.8

Total licences 2010-11: 41,268. Total licences 2009-10: 40,364. Overall change: +2.2%. **Note:** Charitable gaming licences are licences issued to charitable and religious organizations to conduct gaming events. One licence is typically valid for many individual events, and may, in some cases, be valid for up to three years and/or for more than one type of gaming activity. Figures may be estimates only and may exclude licences issued by First Nations and local municipalities. They may also exclude licences issued to organizations that were not required to submit financial reports for their gaming operations, due to the small value of prizes awarded and/or the revenues raised. Casino licences may be for social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador). Some provinces (e.g., Ontario) may permit poker to be played at certain charitable gaming events, but do not issue licences for poker specifically. Total licences 2010-11 may not equal its subtotals above due to overlap between categories. *Bingo* licences, for example, sometimes include licences for combined bingo/break open events, which are also included in licences for *Break Open / Pull-tickets.*

17 Includes 660 licences for combined bingo/break open events.

18 Includes 161 licences for combined bingo/break open events.

19 Licences for combined bingo/break open events only.

20 Licences for Monte Carlo nights. Games were played for prizes only, not for cash.

21 While poker was permitted for two licences issued under *Fairs and Exhibitions,* licences were not issued for poker specifically.

22 Figure does not include 8,974 licenses for raffles with gross sales under $10,000 that are issued from Alberta registry agents on behalf of the Alberta Gaming and Liquor Commission (AGLC), or obtained directly from the AGLC website.

23 In addition to these licences, 951 licences were issued to organizations that, due to reporting thresholds, were not required to submit financial reports or licensing fees (114 for bingo; 2 for media bingo; 29 for break open; 798 for raffles; and 8 for other activities).

24 All Ontario figures reflect licences issued by the *Alcohol and Gaming Commission of Ontario* (AGCO) only. They do not include licences issued by municipalities or First Nations.

25 Figure does not equal its subtotals because 660 licences for combined bingo/break open events are included in both *Bingo* licences and *Break Open / Pull-ticket* licences and are therefore not counted twice.

26 Figure does not equal its sub-totals because 161 licences for combined bingo/break open events are included in both *Bingo* licences and *Break Open / Pull-ticket* licences and are therefore not counted twice.

Revenues

The next set of tables and figures shows government-operated, horse race, and charity-operated gaming revenues across the country in 2010-11. As can be seen in Table 7, EGMs generated the most revenue of all forms of government-operated gaming except in British Columbia, where casinos generated the most. (Revenue measured as wagers less prize payouts, before operating expenses deducted). Across Canada, total revenue generated from government-operated gaming was approximately $13,956,407,000. This is $311,158,000 more than the $13,645,249,000 reported in 2009-10 (CPRG, 2011). Revenues were highest in Ontario and Québec ($4,907,296,000 and $2,686,297,000); they were lowest in Prince Edward Island ($43,689,000).

Table 7. Total Government-operated Gaming Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo										
Total Bingo Revenue	206,224,000[27]	11,652,000[28]	0[29]	4,077,000	19,068,000	15,642,000	0	0	0	0
Casinos										
Total Casino Revenue	1,339,272,000	1,106,354,000[28]	365,859,000	258,423,000	1,659,223,000[30]	800,698,000	31,800,000	75,540,000	12,305,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	166,885,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	959,717,000[31]	1,106,354,000	347,607,000	231,450,000	1,220,377,000	596,520,000	Unavailable	64,941,000	11,429,000	0
Slots at Racetracks	0	45,804,000	0	0	1,762,944,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	585,491,000	223,265,000	320,194,000[32]	0	1,001,092,000	134,320,000	139,979,000[33]	16,690,000	120,606,000
VLTs at Racetracks	0	0	0	7,073,000	0	0	0	0	0	0
Total EGM Revenue	1,126,602,000	1,737,649,000	570,872,000	558,717,000	2,983,321,000	1,597,612,000	134,320,000	204,920,000	28,119,000	120,606,000
Internet Gaming										
Lottery Tickets	11,164,000	0	0	0	0	0	1,118,000	1,627,000	213,000	903,000
Other	15,801,000	0	0	0	0	Unavailable	758,000	1,198,000	140,000	774,000
Total Internet Gaming Revenue	26,965,000	0	0	0	0	0	1,876,000	2,825,000	353,000	1,677,000
Lottery Tickets										
Internet	11,164,000	0	0	0	0	0	1,118,000	1,627,000	213,000	903,000
Other	453,930,000	387,014,000	98,506,000	112,844,000	1,466,061,000	868,865,000	78,170,000	91,954,000	14,341,000	87,431,000
Total Lottery Ticket Revenue	465,094,000	387,014,000	98,506,000	112,844,000	1,466,061,000	868,865,000	79,288,000	93,581,000	14,554,000	88,334,000
Total Revenue 2010-11	**2,026,391,000**	**2,136,315,000**	**687,630,000**	**702,611,000**	**4,907,296,000**	**2,686,297,000**	**246,166,000**	**310,298,000**	**43,689,000**	**209,714,000**
Total Revenue 2009-10	1,939,825,000	2,085,324,000	674,049,000	684,284,000	4,733,785,000	2,761,257,000	213,756,000	308,703,000	42,758,000	201,508,000
% Change	4.5	2.4	2.0	2.7	3.7	-2.7	15.2	0.5	2.2	4.1

Total revenue 2010-11: $13,956,407,000. Total revenue 2009-10: $13,645,249,000. Overall change: +2.3%. **Note:** Government-operated gaming is conducted and managed by provincial governments, typically by Crown corporations; revenue generally goes to the provinces. Total revenue 2010-11 may not equal its subtotals above due to overlap between categories. For example, *Total Casino Revenue* includes revenue from casino slot machines, which also appears in *Slots at Casinos* under *Electronic Gaming Machines* (EGMs). Revenue measured as wagers less prize payouts, before operating expenses deducted. All figures rounded off to the nearest thousand.

27 Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

28 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the *Alberta Gaming and Liquor Commission* (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only revenue from electronic bingo and casino slot machines is included in Table 7 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Revenue from paper bingo and casino table games is included in Table 10.

29 There were no bingo revenues reported for Saskatchewan in 2010-11 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

30 Does not include table game revenue from *Great Blue Heron Charity Casino,* an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

31 Includes revenue from electronic gaming tables.

32 Includes revenue from First Nations VLTs.

33 Does not include revenue from First Nations VLTs.

The percentage of total government-operated gaming revenue that was derived from the major gaming sectors presented in Table 7 is shown below. As can be seen, EGMs accounted for the greatest proportion of revenue in all provinces except British Columbia, where casinos accounted for the greatest proportion.

Table 8. Percentage of Total Government-operated Gaming Revenue Derived from Major Gaming Sectors

(Revenue after prizes paid, before expenses deducted)

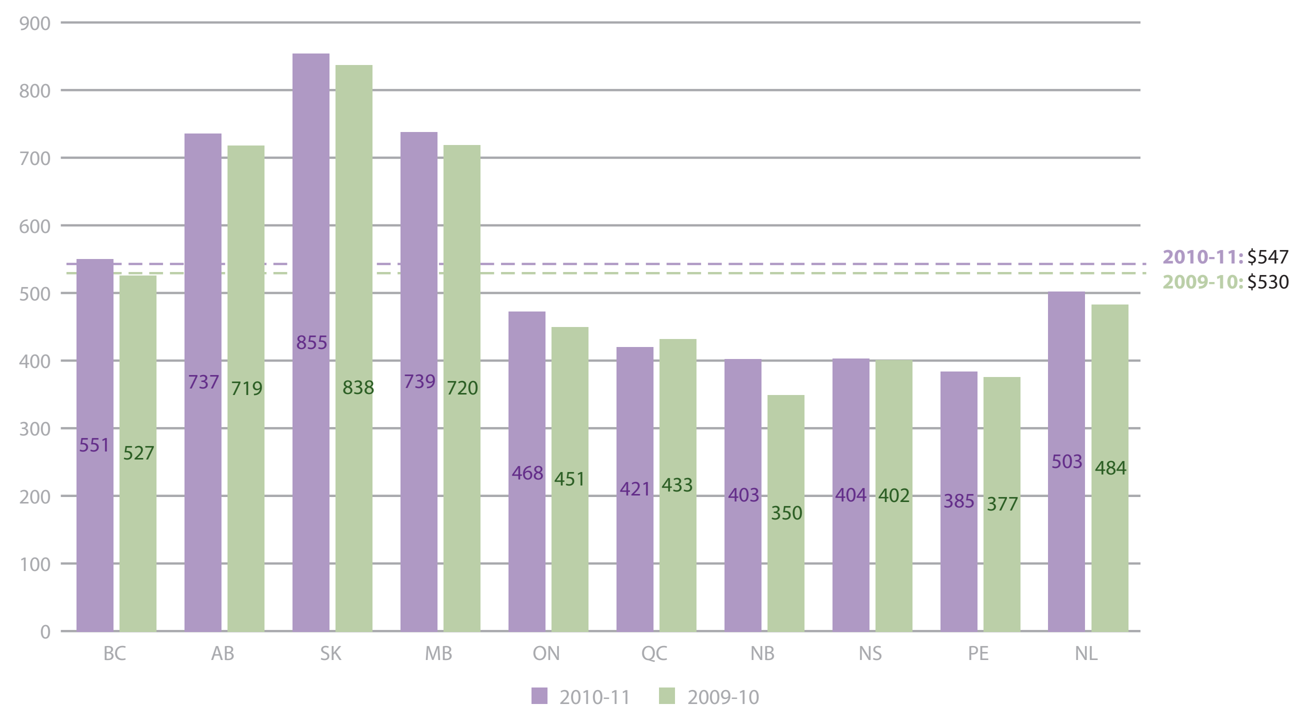
	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	10.2	0.5[34]	0.0	0.6	0.4	0.6	0.0	0.0	0.0	0.0
Casinos	66.1	51.8[35]	53.2	36.8	33.8	29.8	12.9	24.3	28.2	0.0
EGMs	55.6	81.3	83.0	79.5	60.8	59.5	54.6	66.0	64.4	57.5
Internet Gaming	1.3	0.0	0.0	0.0	0.0	0.0	0.8	0.9	0.8	0.8
Lottery Tickets	23.0	18.1	14.3	16.1	29.9	32.3	32.2	30.2	33.3	42.1

Average bingo: 1.2%. **Average casinos:** 33.7%. **Average EGMs:** 66.2%. **Average Internet gaming:** 0.5%. **Average lottery tickets:** 27.1%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Percentages may not add up to 100 because of overlap between sectors.

Figure 1 below shows the amount of government-operated gaming revenue that was generated per person 18 years and over in 2010-11. As the table shows, the amount ranged from a low of $385 in Prince Edward Island to a high of $855 in Saskatchewan. Across Canada, the average was $547. This is $17 more than the $530 reported in 2009-10 (CPRG, 2011).

Figure 1. Total Government-operated Gaming Revenue per Person 18+

(Revenue after prizes paid, before expenses deducted)



Average 2010-11: $547. Average 2009-10: $530. Overall change: +3.1%. **Note:** 2010-11 figures represent *Total Revenue 2010-11* in Table 7 divided by the population 18+. 2009-10 figures taken from *Canadian Gambling Digest 2009-2010* (CPRG, 2011). The data should be interpreted with caution, as the age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18; in all other provinces, one must be 19.

34 Calculated from electronic bingo revenue only. Paper bingo is conducted and managed by charitable and religious organizations, not the Provincial government.

35 Calculated from casino slot machine revenue only. Casino table games are conducted and managed by charitable and religious organizations, not the Provincial government.

The amount of revenue that was generated from horse race gaming at racetracks and teletheatres across Canada in 2010-11 is presented in Table 9. (Revenue measured as wagers less prize payouts, before operating expenses deducted). As shown, revenue was highest in Ontario ($242,337,000) and lowest in Newfoundland and Labrador ($641,000). Across Canada, total horse racing revenue was approximately $343,765,000. This is $18,690,000 less than the $362,455,000 reported in 2009-10 (CPRG, 2011).

Table 9. Total Horse Racing Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Total Revenue 2010-11	**42,601,000**	**36,045,000**	**2,794,000**	**6,866,000**	**242,337,000**	**6,123,000**	**1,530,000**	**2,942,000**	**1,886,000**	**641,000**
Total Revenue 2009-10	44,306,000	37,164,000	3,130,000	7,353,000	244,029,000	19,579,000	1,650,000	3,011,000	1,746,000	487,000
% Change	-3.8	-3.0	-10.7	-6.6	-0.7	-68.7	-7.3	-2.3	8.0	31.6

Total revenue 2010-11: $343,765,000. Total revenue 2009-10: $362,455,000. Overall change: -5.2%. **Note:** Horse race gaming is conducted and managed by non-profit organizations and private corporations under provincial and federal regulations; revenue generally goes to the horse racing industry. All revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand.

Table 10 shows the amount of revenue generated from charity-operated gaming across Canada in 2010-11. (Revenue measured as wagers less prize payouts, before operating expenses deducted). As can be seen, raffles and bingo typically generated the most revenue—the one exception being in Alberta, where charitable casinos generated the most. Although difficult to calculate exactly because of the unavailability of data in some provinces, total charity-operated gaming revenue across Canada was at least $987,002,000 in 2010-11. This is $68,831,000 less than the estimated $1,055,833,000 reported in 2009-10 (CPRG, 2011). Ontario and Alberta had the highest revenues ($393,000,000 and $314,050,000).

Table 10. Total Charity-operated Gaming Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	4,359,000	32,716,000[36]	16,375,000	11,053,000	128,000,000[37]	19,829,000	11,589,000	12,895,000	2,254,000	6,375,000[38]
Break Open / Pull-tickets	0	23,338,000	2,988,000	1,245,000	102,000,000	9,972,000	130,000	39,000	53,000	4,383,000[38]
Casinos	595,000	186,467,000[36]	4,000	0	0	0	101,000	0	Unavailable	34,000
Poker	312,000	24,641,000[39]	163,000	402,000	0	0	49,000	0	0	Unavailable
Raffles	69,364,000	71,529,000[40]	24,451,000	15,884,000	163,000,000	29,117,000	10,905,000	16,271,000	Unavailable	9,033,000
Other	396,000	0	3,127,000	0	Unavailable	0	0	Unavailable	Unavailable	565,000
Total Revenue 2010-11	**75,026,000**	**314,050,000[41]**	**47,108,000**	**28,584,000**	**393,000,000[42]**	**58,918,000**	**22,774,000**	**29,205,000**	**Unavailable**	**16,030,000[43]**
Total Revenue 2009-10	75,146,000	352,613,000	45,126,000	30,057,000	416,000,000	67,086,000	22,734,000	28,505,000	Unavailable	15,799,000
% Change	-0.2	-10.9	4.4	-4.9	-5.5	-12.2	0.2	2.5	N/A	1.5

Total revenue 2010-11: $987,002,000. Total revenue 2009-10: $1,055,833,000. Overall change: -6.5%. **Note:** Charity-operated gaming is conducted and managed by charitable and religious organizations, under provincial and federal regulations. Revenue generally goes to the organizations that conduct and manage the gaming events. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenues generated from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador). All revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand.

36 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the *Alberta Gaming and Liquor Commission* (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 10 includes revenue from all paper bingo and casino table games in the Province, respectively. Revenue from electronic bingo and casino slot machines is included in Table 7.

37 Does not include revenue from e-bingo charitable gaming sites.

38 Includes $4,360,000 from combined bingo/break open events.

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39 While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum $5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).

40 Includes revenue from raffles with gross sales under $10,000.

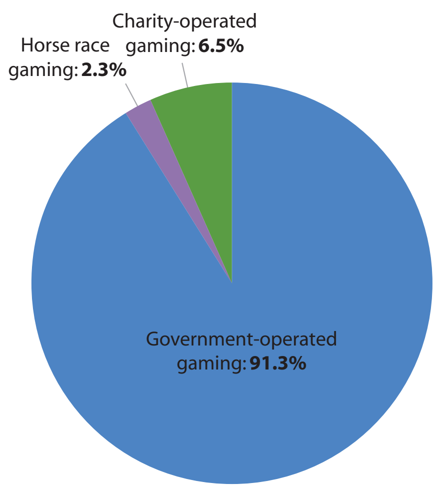
41 Figure does not equal its subtotals because poker revenue is included in casino revenue and is therefore not counted twice.

42 All Ontario figures are estimates only and include revenue from licences issued by municipalities and First Nations.

43 Figure does not equal its subtotals because revenue from combined bingo/break open events ($4,360,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Figure 2 below shows the percentage of overall gaming revenue across Canada that was generated from government-operated, horse race, and charity-operated gaming in 2010-11. (Revenue measured as wagers less prize payouts, before operating expenses deducted.) As shown, government-operated gaming contributed by far the most to overall revenue (91.3%).

Figure 2. Percentage of Overall Gaming Revenue Derived from Government-operated, Horse Race, and Charity-operated Gaming



Note: Revenue measured as wagers less prize payouts, before operating expenses deducted.

Table 11 shows the net amount of gaming revenue that went to provincial governments in 2010-11. (Revenue measured as wagers less prize payouts and operating expenses with the exception of *horse racing revenue,* which is (generally) measured as the amount of money raised from taxes/levies on amount wagered.) As can be seen, EGMs contributed the most to government of all forms of gaming. Across Canada, total net gaming revenue to government was approximately $7,203,510,000. This is $115,350,000 more than the $7,088,160,000 reported in 2009-10 (CPRG, 2011; 2012). Ontario and Alberta had the highest revenues ($1,928,035,000 and $1,636,675,000). Prince Edward Island had the lowest ($29,268,000).

Table 11. Net Gaming Revenue to Government

(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo										
Total Bingo Revenue	91,229,000[44]	7,983,000[45]	0[46]	2,122,000	0	-775,000	0	0	0	0
Casinos										
Total Casino Revenue	724,354,000	770,280,000[45]	105,092,000	83,463,000[47]	166,073,000[48]	234,573,000	15,900,000	26,724,000	12,172,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	114,949,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	671,694,000[49]	770,280,000	Unavailable	182,875,000[50]	Unavailable	Unavailable	Unavailable	27,107,000	11,297,000	0
Slots at Racetracks	0	38,730,000	0	0	799,913,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	492,734,000	180,461,000	176,819,000[51]	0	642,653,000[52]	91,102,000	89,714,000[53]	13,247,000	92,069,000
VLTs at Racetracks	0	0	0	4,319,000	0	0	0	0	0	0
Total EGM Revenue	786,643,000	1,301,744,000	Unavailable	364,013,000	Unavailable	Unavailable	91,102,000	116,821,000	Unavailable	92,069,000
Horse Racing										
Total (Tax) Revenue	1,878,000[54]	8,064,000	893,000	2,517,000	30,680,000	662,000	56,000[55]	1,346,000	811,000	259,000
Internet Gaming										
Lottery Tickets	3,458,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	5,187,000	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Total Internet Gaming Revenue	8,645,000	0	0	0	0	0	0	0	0	0
Lottery Tickets										
Internet	3,458,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	280,413,000	318,884,000	7,690,000	67,500,000	931,369,000	473,636,000	Unavailable	Unavailable	Unavailable	Unavailable
Total Lottery Ticket Revenue	283,871,000	318,884,000	7,690,000[56]	67,500,000	931,369,000	473,636,000	30,721,000[57]	40,017,000[57]	3,038,000[57]	34,068,000[57]
Total Revenue 2010-11	**1,106,519,000**	**1,636,675,000**	**294,136,000**	**436,152,000**	**1,928,035,000**	**1,350,749,000**	**137,779,000**	**157,801,000**	**29,268,000**	**126,396,000**
Total Revenue 2009-10	1,079,080,000	1,605,931,000	304,639,000	410,695,000	1,855,305,000	1,402,152,000	130,809,000	163,195,000	26,975,000	109,379,000
% Change	2.5	1.9	-3.4	6.2	3.9	-3.7	5.3	-3.3	8.5	15.6

Total revenue 2010-11: $7,203,510,000. Total revenue 2009-10: $7,088,160,000. Overall change: +1.6%. **Note:** Revenue measured as wagers less prize payouts and operating expenses, with the exception of horse racing revenue which is (generally) measured as the amount of money raised from taxes/levies on amount wagered. Figures rounded off to the nearest thousand and may be estimates only. They may also include win tax and/or revenue from beverage, food, and other items. Total revenue 2010-11 may not equal its subtotals above due to overlap between categories. For example, *Total Casino Revenue* includes revenue from casino slots machines, which also appears in *Slots at Casinos* under *Electronic Gaming Machines* (EGMs).

44 Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

45 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the *Alberta Gaming and Liquor Commission* (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only net revenue from electronic bingo and casino slot machines is included in Table 11 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Net revenue from paper bingo and casino table games is included in Table 12.

46 There were no bingo revenues reported for Saskatchewan in 2010-11 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

47 Does not include revenue from the First Nations *Aseneskak* or *South Beach* casinos. All revenue from First Nations casinos in Manitoba go to First Nations operators, not the Provincial government. Figure is lower than casino slot revenue below because there are several more expenses deducted from it (i.e., wages, amortization, interest, second-level GST, expenses from various support units both within the casinos and the corporate campus).

48 Figure is considerably lower than that reported in 2009-10 due to an increase in payments to the Government of Canada as a result of the implementation of Harmonized Sales Tax (HST) at 13% effective July, 2010 (versus the previous Goods and Services Tax (GST) at 5%). Figure does not include table game revenue from *Great Blue Heron Charity Casino,* an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

49 Does not include revenue from electronic gaming tables.

50 Does not include revenue from the First Nations *Aseneskak* or *South Beach* casinos. All revenue from First Nations casinos in Manitoba go to First Nations operators, not the Provincial government.

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51 Does not include revenue from First Nations VLTs.

52 Includes VLT revenue from gaming halls, as well as the revenue from electronic poker and roulette units in the halls.

53 Does not include revenue from First Nations VLTs.

54 Although $5,418,000 was collected by the Province in the form of a tax/levy on amount wagered, only $1,878,000 of this amount was actually directed to government (to offset the cost of administrating horse racing). The remainder was directed to the horse racing industry.

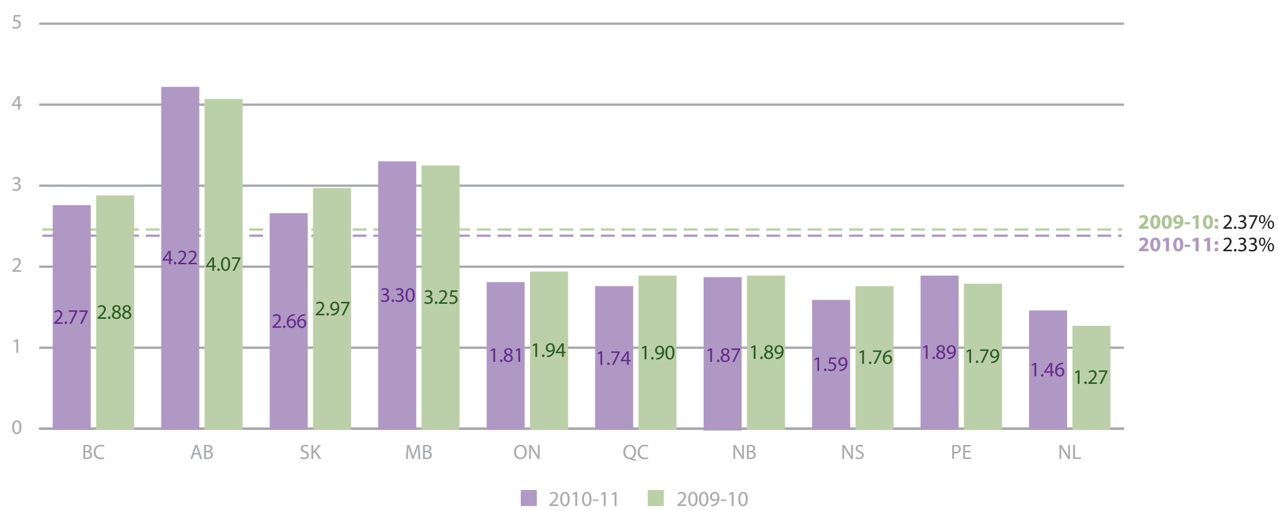
55 Although $663,000 in pari-mutuel tax was collected by the Province, only $55,950 of this amount (which has been rounded off in the table) was retained by government; the remainder was directed to the horse racing industry.

56 Licensing fee—the only lottery revenue that goes to the Provincial government in Saskatchewan.

57 Also includes revenue from other forms of Internet gaming besides lottery tickets.

The percentage of each province's overall revenue that was derived from gaming specifically in 2010-11 is shown in Figure 3. As can be seen, the percentage was highest in Alberta (4.22%) and lowest in Newfoundland and Labrador (1.46%). Across Canada overall, the average percentage was 2.33—slightly less than the 2.37 reported in 2009-10 (CPRG, 2011; 2012).

Figure 3. Percentage of Provincial Revenue Derived from Gaming



Average 2010-11: +2.33%. Average 2009-10: +2.37%. Overall change: -1.7%. **Note:** 2010-11 data calculated from Table 11 and provincial public accounts. 2009-10 data taken from *Canadian Gambling Digest 2009-2010* (CPRG, 2011) and *Canadian Gambling Digest 2009-2010: Addendum* (CPRG, 2012).

The net amount of revenue that went to charitable organizations from their gaming operations in 2010-11 is shown in Table 12. (Revenue measured as wagers less prize payouts and operating expenses.) Based on the data available, one can see that charitable organizations earned the most in Ontario and Alberta ($161,000,000 and $128,277,000). Across Canada overall, charitable organizations earned at least $453,940,000 from their gaming operations in 2010-11. This is $15,860,000 less than the estimated $469,800,000 reported in 2009-10 (CPRG, 2011).

Table 12. Net Gaming Revenue to Charitable Organizations

(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	3,075,000	3,700,000[58]	8,362,000	6,184,000	43,000,000[59]	13,959,000	7,489,000	8,144,000	489,000	3,343,000[60]
Break Open / Pull-tickets	0	17,905,000	2,252,000	943,000	42,000,000	Unavailable	89,000	14,000	26,000	2,010,000[60]
Casinos	193,000	67,245,000[58]	3,000	0	0	0	75,000	0	Unavailable	32,000
Poker	209,000	6,160,000[61]	140,000	200,000	0	0	29,000	0	0	Unavailable
Raffles	30,081,000	39,427,000[62]	15,696,000	10,394,000	76,000,000	24,821,000	8,560,000	11,442,000	Unavailable	6,452,000
Other	233,000	0	1,281,000	-17,000	Unavailable	0	0	Unavailable	Unavailable	453,000
Total Revenue 2010-11	**33,791,000**	**128,277,000[63]**	**27,734,000**	**17,704,000**	**161,000,000[64]**	**Unavailable**	**16,242,000**	**19,600,000**	**Unavailable**	**10,297,000[65]**
Total Revenue 2009-10	34,435,000	151,247,000	27,007,000	18,435,000	157,000,000	Unavailable	14,660,000	17,801,000	Unavailable	7,960,000
% Change	-1.9	-15.2	2.7	-4.0	2.5	N/A	10.8	10.1	N/A	29.4

Total revenue 2010-11: $453,940,000. Total revenue 2009-10: $469,800,000. Overall change: -3.4%. **Note:** Revenue measured as wagers less prize payouts and operating expenses. Figures rounded off to the nearest thousand. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenue from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador).

58 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the *Alberta Gaming and Liquor Commission* (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 12 includes revenue from all paper bingo and casino table games in the Province, respectively. Net revenue from electronic bingo and casino slot machines is included in Table 11. In addition to the revenue that charities earned from their bingo operations, they also received commissions on electronic bingo and Keno sales, as well as additional proceeds from electronic bingo and Keno distributed through the Alberta Lottery Fund. For 2010-11, this amounted to $7,594,000 from electronic bingo and $343,000 from Keno. Charities also received commissions on revenue from government-operated slot machines and Keno at casinos. These commissions were $163,306,000 and $21,000, respectively.

59 Does not include revenue from e-bingo charitable gaming sites.

60 Includes $1,993,000 from combined bingo/break open events.

61 While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum $5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).

62 Figure includes revenue from raffles with gross sales under $10,000.

63 Figure does not equal its subtotals because poker revenues are included in casino revenues and are therefore not counted twice.

64 All Ontario figures are estimates only and include revenues from licences issued by municipalities and First Nations.

65 Figure does not equal its subtotals because revenue from combined bingo/break open events ($1,993,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Revenue Distributions

The amount of government gaming revenue that was distributed to charity, problem gambling, and responsible gaming in 2010-11 is shown in Table 13. (Distributions reflect areas related to gambling provision only; there may be distributions to other areas not represented in the table.) Based on the data available, one can see that British Columbia and Ontario distributed the most to charity ($135,000,000 and $127,143,000), while Ontario and Québec distributed the most to both problem gambling ($39,400,000 and $22,208,000) and responsible gaming ($13,076,000 and $12,930,000). Across Canada overall, total distributions to charity, problem gambling, and responsible gaming were at least $384,088,000, $82,111,000, and $35,234,000, respectively. In 2009-10, these amounts were $402,709,000, $82,721,000, and $30,551,000 (CPRG, 2011; 2012).

Table 13. Distributions to Charity, Problem Gambling, and Responsible Gaming

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Charity Distributions										
Total Charity 2010-11	**135,000,000**	**Unavailable[66]**	**67,512,000**	**5,800,000**	**127,143,000**	**42,800,000**	**1,200,000**	**4,633,000**	**0**	**Unavailable[67]**
Total Charity 2009-10	160,100,000	Unavailable	68,049,000	5,700,000	126,181,000	37,000,000	1,200,000	4,479,000	0	Unavailable
% Change	-15.7	N/A	-0.8	1.8	0.8	15.7	0.0	3.4	N/A	N/A
Problem Gambling (Health) Distributions										
Awareness	2,529,000	Unavailable	2,177,000	1,700,000	9,040,000	3,593,000	333,000	Unavailable	0	Unavailable
Research	9,000	1,500,000[68]	350,000	0	4,000,000	49,000	0	Unavailable	0	Unavailable
Treatment	2,469,000	Unavailable	1,738,000	1,134,000	26,360,000	17,875,000	543,000	Unavailable	157,000	Unavailable
Other	320,000	Unavailable	485,000	405,000	0	691,000	0	Unavailable	141,000	Unavailable
Total Problem Gambling 2010-11	**5,327,000[69]**	**Unavailable**	**4,750,000[70]**	**3,239,000**	**39,400,000**	**22,208,000**	**876,000**	**4,513,000[71]**	**298,000**	**Unavailable**
Total Problem Gambling 2009-10	5,144,000	Unavailable	4,750,000	3,147,000	40,200,000	21,958,000	974,000	4,437,000	611,000	Unavailable
% Change	3.6	N/A	0.0	2.9	-2.0	1.1	-10.1	1.7	-51.2	N/A
Responsible Gaming (Industry) Distributions										
Total Responsible Gaming 2010-11	**1,691,000**	**2,500,000**	**977,000[72]**	**980,000**	**13,076,000**	**12,930,000[73]**	**660,000**	**1,855,000**	**278,000**	**287,000**
Total Responsible Gaming 2009-10	1,949,000	2,500,000	1,365,000	1,059,000	9,843,000	9,825,000	429,000	3,042,000	190,000	349,000
% Change	-13.2	0.0	-28.4	-7.5	32.8	31.6	53.8	-39.0	46.3	-17.8

Total charity distributions 2010-11: $384,088,000. Total charity distributions 2009-10: $402,709,000. Overall change: -4.6%. **Total problem gambling distributions 2010-11:** $82,111,000. Total problem gambling distributions 2009-10: $82,721,000. Overall change: -0.7% (excludes distributions in Alberta and Newfoundland and Labrador). **Total responsible gaming distributions 2010-11:** $35,234,000. Total responsible gaming distributions 2009-10: $30,551,000. Overall change: +15.3%. **Note:** Charity distributions refer to the money given to charity and other non-profit organizations through a distinct grants-based system. The distributions should not be confused with the money that charitable organizations earn directly from their own gaming operations (Table 12). Problem gambling (health) distributions (generally) refer to the money that government health ministries and departments distribute to problem gambling initiatives. There may be overlap between categories and figures may be estimates and/or budgeted amounts only. Responsible gaming (industry) distributions refer to the money that the government gaming industry (e.g., Crown corporations) distributes to its own responsible gaming initiatives (e.g., for on-site brochures, self-exclusion programs, training, etc.). Figures may be budgeted amounts and/or estimates only. All figures in the table rounded off to the nearest thousand.

66 Revenue from slot machines, VLTs, and lottery tickets goes into the *Alberta Lottery Fund*. The funds are allocated to granting foundations and ministries, which in turn distribute the funds to various volunteer, public, and community-based organizations. The specific amounts distributed to charity are unavailable.

67 All revenue received by the Province is deposited into the *Consolidated Revenue Fund* and is appropriated through the budget process. Consequently, it is not possible to state that gaming revenue is or is not distributed to charity. Government does provide grants as part of its budget process, but it is not possible to identify the source.

68 Funds came from the *Alberta Gaming and Liquor Commission* (AGLC), not a government health ministry or department.

69 Funds for problem gambling initiatives are distributed by the Provincial gaming regulator—not a government health ministry or department.

70 In Saskatchewan, both the Provincial government and the *Federation of Saskatchewan Indian Nations* (FSIN) allocate funds to problem gambling initiatives. In 2010-11, the Provincial distribution was $2.5 million: $800,000 to awareness, $100,000 to research, $1,300,000 to treatment, and $300,000 to other areas. The FSIN distribution was $2.25 million: $1,377,000 to awareness, $250,000 to research, $438,000 to treatment, and $185,000 to other areas.

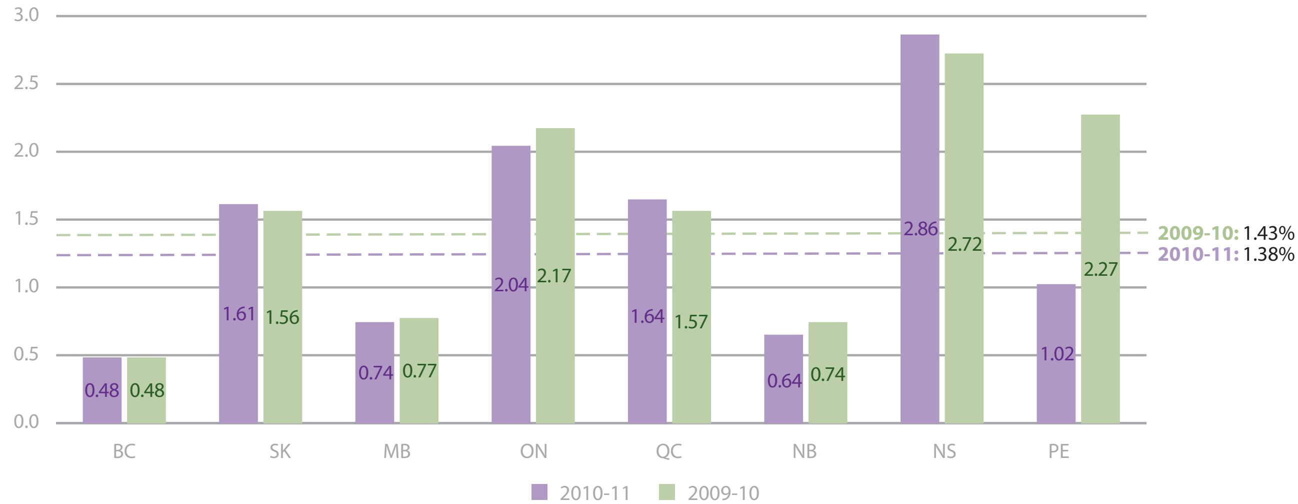
71 Figure includes distributions used by the Department of Health and Wellness (DHW), Gambling Awareness Nova Scotia (GANS), and District Health Authorities (DHAs). The distributions are, for awareness: $543,000 (DHW) + $121,000 (GANS); research: $102,654 (GANS); treatment: $391,116 (DHW); other: $1,188,000 (DHW) + $407,000 (GANS). The breakdown of DHA distributions ($1,840,000) is unavailable.

72 Figure is comprised of distributions from three sources: The *Saskatchewan Liquor and Gaming Authority* ($60,000), *SaskGaming* ($777,000), and the *Saskatchewan Indian and Gaming Authority* ($140,000).

73 Loto-Québec also distributed $3,000,000 to the *Régie des alcools, des courses et des jeux* (RACJ) to finance the management of measures involved in controlling access to VLTs.

The percentage of government gaming revenue that was distributed to problem gambling across the country in 2010-11 is shown in Figure 4. As can be seen, among those provinces where data is available, the figure was highest in Nova Scotia (2.86%), followed by Ontario (2.04%). Across Canada overall, the average was 1.38%, lower than the 1.43% reported in 2009-10 (CPRG, 2011; 2012).

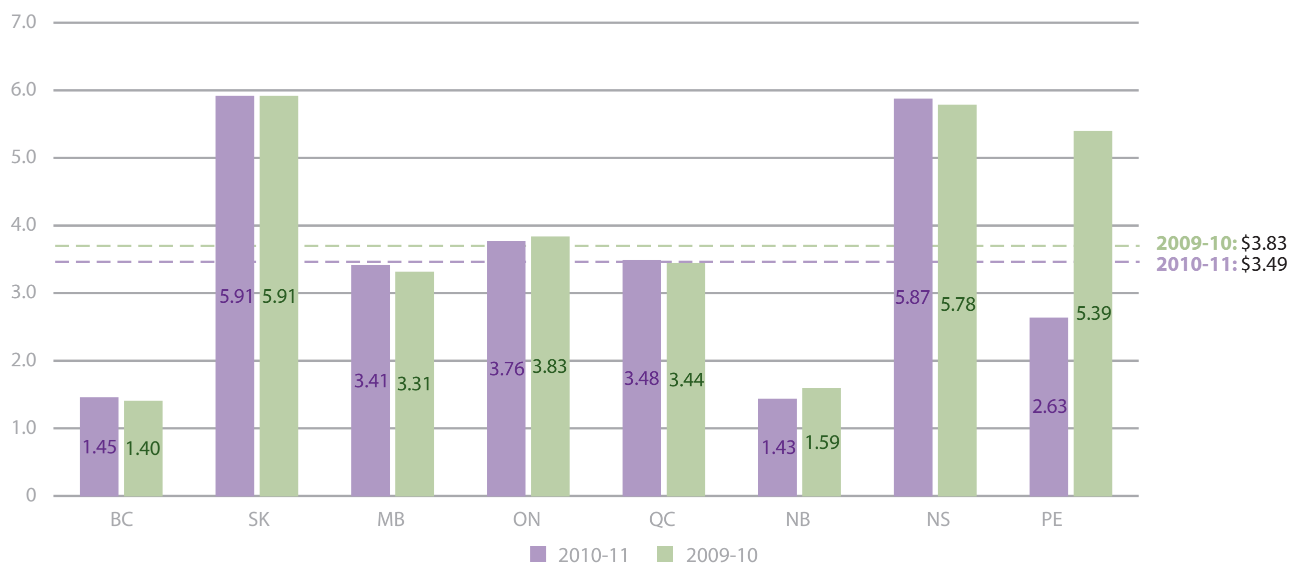
Figure 4. Percentage of Government Gaming Revenue Distributed to Problem Gambling



Average 2010-11: +1.38%. Average 2009-10: +1.43%. Overall change: -3.4%. **Note:** 2010-11 figures represent *Total Problem Gambling 2010-11* in Table 13 divided by *Total Revenue 2010-11* in Table 11. 2009-10 data taken from *Canadian Gambling Digest 2009-2010* (CPRG, 2011), and *Canadian Gambling Digest 2009-2010: Addendum* (CPRG, 2012), although the PE figure has been added and the Canada overall figure amended to reflect this addition. Figures for Alberta, as well as Newfoundland and Labrador, are unavailable.

Figure 5 shows the amount of government gaming revenue that was distributed to problem gambling per person 18 years and over in 2010-11. As can be seen from the data available, the figure was highest in Saskatchewan ($5.91), followed by Nova Scotia ($5.87). Across Canada overall, the average was $3.49—lower than the $3.83 reported in 2009-10 (CPRG, 2011).

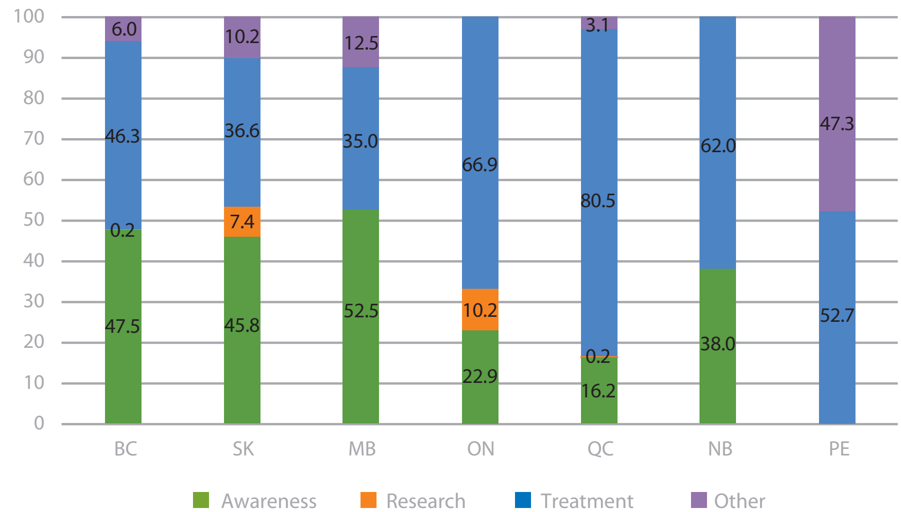
Figure 5. Amount of Government Gaming Revenue Distributed to Problem Gambling per Person 18+



Average 2010-11: $3.49. Average 2009-10: $3.83. Overall change: -8.9%. **Note:** 2010-11 figures represent *Total Problem Gambling 2010-11* in Table 13 divided by the population 18+. 2009-10 figures taken from *Canadian Gambling Digest 2009-2010* (CPRG, 2011), although the PE figure has been added and the Canada overall figure amended to reflect this addition. Figures for Alberta, as well as Newfoundland and Labrador, are unavailable.

The percentage of problem gambling distributions that were allocated to awareness, research, and treatment in each province in 2010-11 is shown in Figure 6 below. As can be seen, among those provinces where data is available, most of the distributions went to awareness and treatment, although some provinces gave more to the former while others gave more to the latter.

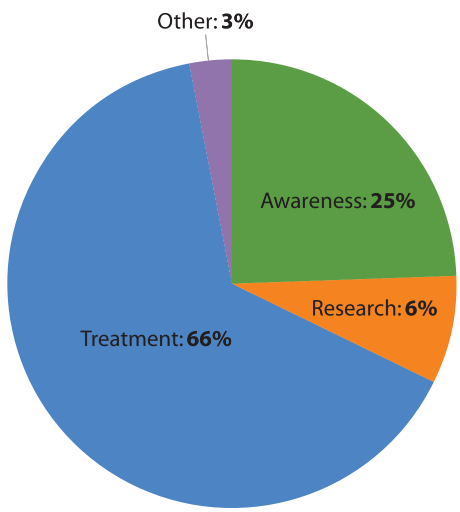
Figure 6. Percentage of Problem Gambling Distributions Allocated to Awareness, Research, and Treatment: Individual Provinces



Note: Data based on *Problem Gambling (Health)* distributions in Table 13. Figure does not include distributions in Alberta, Nova Scotia, or Newfoundland and Labrador as information on their distributions is unavailable or incomplete.

The percentage of problem gambling distributions that were allocated to awareness, research, and treatment across Canada overall in 2010-11 is shown in Figure 7. As can be seen, the greatest distribution was to treatment (66%), followed by awareness (25%), then research (6%).

Figure 7. Percentage of Problem Gambling Distributions Allocated to Awareness, Research, and Treatment: Canada Overall



Note: Data based on *Problem Gambling (Health)* distributions in Table 13. Figure does not include distributions in Alberta, Nova Scotia, or Newfoundland and Labrador, as information on their distributions is unavailable or incomplete.

Table 14 below shows how each province determined its problem gambling distributions in 2010-11. As shown, most determined the amount by budget allocation rather than by a specific formula.

Table 14. How Problem Gambling Distributions Are Determined

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
By Formula	No	No	No	No	Yes	No	No	DHW	No	No
Formula Changes Annually	-	-	-	-	No	-	-	No	-	-
By Budget Allocation	Yes	Yes	Yes	Yes	No	Yes	Yes	GANS	Yes	Yes
Allocation Changes Annually	Yes	Yes	No	Yes	-	No	Yes	Yes	Yes	Yes

Note: Data based on *Problem Gambling (Health)* distributions in Table 13. In British Columbia, funds distributed to problem gambling are allocated as part of the Gaming Policy and Enforcement Branch's annual budget. The amount distributed can change year to year. In Alberta, revenue from slot machines, VLTs, and lottery tickets goes into the Alberta Lottery Fund. The revenue, including that for problem gambling initiatives, is allocated to various granting foundations and ministries. The specific amounts distributed to problem gambling depend on Alberta Health Services' annual budget process. In Saskatchewan, both the Provincial government and the Federation of Saskatchewan Indian Nations (FSIN) allocate funds to problem gambling. The Provincial funds are a fixed amount ($2,500,000): $1,500,000 from Saskatchewan Health, $500,000 from the Saskatchewan Liquor and Gaming Authority (SLGA), and $500,000 from the Community Initiatives Fund (CIF). Saskatchewan Health assists in managing programs that are funded by the SLGA and CIF, but the money does not flow into Saskatchewan Health's budget. FSIN funds are $2,250,000 annually and are determined as follows: $80,000 per Tribal Council and $25,000 per Independent Community. In Manitoba, the amount distributed to problem gambling depends on what is required to support various programs and initiatives as identified and undertaken by the Addictions Foundation of Manitoba (AFM). The overall commitment to internal Manitoba Lotteries' responsible gaming initiatives and research, and the funding provided to the AFM for its problem gambling programs and initiatives, falls within the budgeted amount of 2% of annual net income for Manitoba Lotteries each year. In Ontario, 2% of gross revenue from slot machines at Ontario Lottery and Gaming (OLG) charity casinos and slot facilities at racetracks is distributed annually to problem gambling initiatives. In Québec, the Provincial government allocates approximately $22,000,000 annually to the Ministry of Health and Social Services for problem gambling initiatives. In New Brunswick, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Regional Health Authorities. In Nova Scotia, the formula that the Department of Health and Wellness (DHW) uses to determine its problem gambling distributions has been fixed since 2005, pending the new Provincial gaming strategy. Fifty percent of the funds are divided equally among the four shared service areas/districts; the remaining 50% is divided based on per capita. Gambling Awareness Nova Scotia (GANS; formerly, the Nova Scotia Gaming Foundation) distributions are based on a budgeted amount which is subject to change annually. In Prince Edward Island, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Health PEI. In Newfoundland and Labrador, the amount of money distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Community Services.

Table 15 shows the amount of government gaming revenue that was distributed to federal and municipal governments in 2010-11. As shown, Ontario and Québec distributed the most to the former ($25,966,000 and $15,544,000), while British Columbia and Ontario distributed the most to the latter ($82,318,000 and $78,655,000). Across Canada, distributions to federal and municipal governments were $66,345,000 and $177,873,000, respectively. In 2009-10, these amounts were $65,100,000 and $179,516,000 (CPRG, 2011).

Table 15. Distributions to Federal and Municipal Governments

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Federal Distributions										
Total Federal 2010-11	**8,898,000**	**7,570,000**	**1,943,000**	**2,283,000**	**25,966,000**	**15,544,000**	**1,331,000**	**1,685,000**	**230,000**	**895,000**
Total Federal 2009-10	8,676,000	7,243,000	1,951,000	2,333,000	25,452,000	15,249,000	1,344,000	1,718,000	233,000	901,000
% Change	2.6	4.5	-0.4	-2.1	2.0	1.9	-1.0	-1.9	-1.3	-0.7
Municipal Distributions										
Total Municipal 2010-11	**82,318,000**	**0**	**0**	**16,500,000**	**78,655,000**	**0**	**0**	**0**	**400,000**	**0**
Total Municipal 2009-10	81,958,000	0	0	19,300,000	77,858,000	0	0	0	400,000	0
% Change	0.4	N/A	N/A	-14.5	1.0	N/A	N/A	N/A	0.0	N/A

Total federal distributions 2010-11: $66,345,000. Total federal distributions 2009-10: $65,100,000. Overall change: +1.9%. **Total municipal distributions 2010-11:** $177,873,000. Total municipal distributions 2009-10: $179,516,000. Overall change: -0.9%. **Note:** Federal distributions refer to the annual payments that provincial lottery corporations make to the Government of Canada under a 1979 agreement that the latter would withdraw from the lottery field. The provinces pay, on a combined basis annually, $24 million in 1979 dollars (adjusted for inflation). Municipal distributions refer to the money that provinces give municipalities for allowing certain gaming activities to take place in their communities. In some provinces (e.g., Alberta and Ontario), Crown corporations distribute this money directly. In other provinces (e.g., British Columbia and Manitoba), the provincial government distributes it. All figures in the table rounded off to the nearest thousand.

Gambling Participation

The percentage of adult Canadians who have participated in different types of gambling activities in the past year is generally tracked in two ways. One is through individual *provincial* surveys; the other is through Statistics Canada's *national* survey (Marshall & Wynne, 2004). The data from each of these sources are presented in Tables 16 and 17. As can be seen, the most common activities engaged in are ticket lotteries, charities, and Scratch/Instant Win. According to the provincial surveys, overall gambling participation is highest in Nova Scotia and Saskatchewan (87.0% and 86.6%). According to the national survey, it is highest in Québec and Nova Scotia (79% and 78%). (Provincial and national survey data may differ because of differences in research methodology.) Across the country overall, data from the two survey types together suggest that approximately 76 to 79 percent of adult Canadians have participated in some form of gambling in the past year.

Table 16. Gambling Participation: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1,000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
Activity										
Bingo	5.0	8.5	8.4	12.9	4.8	4.6	7.5	11.6	6.9	8.7
Bookies	In Sports Events	0.3	0.2	0.2	0.4	-	In Sports Events	-	0.4	In Sports Events
Cards	22.0	9.2	10.8	18.0	8.5	3.2	4.6[74]	8.5	12.2	6.5[75]
Casino Slots	25.0[76]	15.9[77]	20.3	23.9	16.5	10.1	7.6[76]	15.5	6.1	4.8[78]
Casino Table Games	In Casino Slots	5.7	7.3	6.4	6.5	-[79]	In Casino Slots	3.6	3.7	In Casino Slots
Charities	32.0	49.5	63.7	75.3	28.7	30.7	39.5	50.5	50.4	39.4
EGMs (Non-casino)	3.0	13.4[80]	17.7	27.7	8.9[81]	4.6	6.4	13.6	8.4	8.2
Games of Skill	In Cards	6.5	6.8	-	3.7	3.8	4.9	1.8	2.3	3.3
Horse Racing	4.0	4.7	2.7	7.3	4.1	0.6	0.9	1.3	7.4	0.4
Internet	3.0	0.3	0.2	1.5	1.7	1.4	0.9	0.2	0.7	0.4[82]
Scratch/Instant Win	In Lotteries	29.2	27.5	41.7	24.9	31.1	32.2	49.8	50.4	28.0
Speculative Investments	5.0	12.3	8.4	-	1.9	1.9	1.6	-	-	1.2
Sports Events	9.0	6.4	9.3	12.2	4.2	3.0	4.2	6.9[83]	5.5	4.0
Sports Lotteries	3.0	3.1	5.3	6.6	4.3	1.5	2.8	-	2.8	2.4
Ticket Lotteries	59.0	61.8	62.6	74.4	52.4	65.2[84]	58.3	77.6	66.6	61.3
Any Activity	**73.0**	**82.0**	**86.6**	**85.6**	**63.3**	**70.4**	**78.0**	**87.0**	**82.0**	**77.0**

Average any activity: 78.5%. **Note:** Cards generally refer to card and/or board games played with family and friends outside of gaming venues, with some exceptions. In *British Columbia,* the category also includes private games (e.g., dice, dominoes) and games of skill. In *New Brunswick* and *Newfoundland and Labrador,* the category excludes board games and poker (participation in poker was asked about separately—its participation rates were 10.0% and 10.6%, respectively). In *Nova Scotia,* the category only refers to poker with friends and family. Games of skill generally refer to pool, bowling, darts, golf, and other similar activities. Scratch/Instant Win generally includes break open tickets (Nevada strips, Pull-tabs). The three exceptions are in Nova Scotia, New Brunswick, and Newfoundland and Labrador. In these Provinces, break open ticket participation was asked about separately (rates were 12.0%, 6.6%, and 19.1%, respectively). Speculative investments generally refer to stocks, options, and commodities. Sports events generally include sports pools, with some exceptions. In *British Columbia* and *New Brunswick,* the category also includes wagering through bookies. In *Alberta, Saskatchewan,* and *Manitoba,* betting on sports events was asked about separately (participation rates were 4.4%, 4.0%, and 6.1%, respectively). Ticket lotteries may or may not include daily lotteries. "–" signifies data that was either not collected or cannot be determined.

74 Does not include participation in board games or poker. (Participation in poker was asked about separately. Its participation rate was 10.0%).
75 Cards (not including poker) or board games at home, a friend's home or at work.
76 Includes participation in casino table games.
77 Includes participation in racetrack slot machines.
78 Participation in casino gambling out of province.
79 Participation in casino table games was not asked about separately. Overall participation in casino gambling was 10.4%.
80 Participation in VLTs only. Participation in racetrack slot machines is included in *Casino Slots.*
81 Participation in EGMs at Ontario racetracks or venues outside of Ontario.
82 Does not include participation in poker, which was asked about separately. It had a participation rate of 1.5%.
83 Includes participation in sports lottery tickets.
84 Includes participation in Scratch/Instant Win (31.1%) and raffle/fundraising tickets (30.7%). Does not include participation in sports lotteries (1.5%).

Table 17. Gambling Participation: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
Activity										
Bingo	6	8	9	11	8	9	13	11	11	13
Casinos	21	18	25	29	26	18	11	19	9	6
Horse Racing	3	4	2E	5	6	2	2E	1E	11	1E
Instant Win	44	31	36	30	38	32	40	41	43	36
Ticket Lotteries	63	61	64	63	64	71	65	67	61	64
VLTs (Non-Casinos)	3	12	15	21	2	7	10	12	7	12
Any Activity	**75**	**72**	**76**	**74**	**75**	**79**	**76**	**78**	**75**	**75**

Average any activity: 76%. **Note:** Instant win includes daily lottery and scratch tickets. Ticket lotteries include raffle and other fund-raising tickets. E signifies interpret with caution.

Tables 18 and 19 below present the problem gambling prevalence data taken from the provincial and national surveys discussed on the preceding pages. As can be seen, according to the provincial surveys, the prevalence of *Moderate Risk* and *Problem* gamblers combined ranges from 1.6% in Prince Edward Island to 6.1% in Manitoba. According to the national survey, it ranges from 1.6% in both Québec and New Brunswick to 3.1% in Manitoba. (Provincial and national survey data may differ because of differences in research methodology.) Across the country overall, data from the two survey types together suggest that approximately 2.5 to 3.8 percent of adult Canadians can be classified as moderate risk or problem gamblers.

Table 18. Problem Gambling Prevalence: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1,000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
CPGI Levels (%)										
Non-gamblers	27.1	18.0	13.4	14.4	36.6	29.7	21.6	13.0	18.1	22.8
Non-problem Gamblers	59.6	67.0	71.4	69.9	54.1	66.0	68.7	80.9	79.1	68.7
Low-risk Gamblers	8.7	9.8	9.3	9.6	5.8	2.4	5.7	3.6	1.2	6.2
Moderate Risk Gamblers	3.7	3.9	4.7	4.7	2.6	1.3	2.7	1.6	0.7	1.7
Problem Gamblers	0.9	1.3	1.2	1.4	0.8	0.7	1.3	0.9	0.9	0.7
Total Moderate Risk and Problem	**4.6**	**5.2**	**5.9**	**6.1**	**3.4**	**2.0**	**4.0**	**2.5**	**1.6**	**2.4**

Average moderate risk and problem: 3.8%. **Note:** The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001).

Table 19. Problem Gambling Prevalence: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
CPGI Levels (%)										
Non-gamblers	25.5	28.4	24.0	25.7	25.1	20.5	23.6	22.1	25.3	24.6
Non-problem Gamblers	69.3	66	68.9	67.3	70.0	75.9	72.3	73.4	71.1	70.6
Low-risk Gamblers	3.2	3.4	4.1	3.9	2.8	2.0	2.5E	2.5	1.8E	2.8E
Moderate Risk Gamblers	1.4	1.6	1.9E	2.5	1.6	1.3E	1.1E	1.1E	1.3E	1.4E
Problem Gamblers	0.5E	0.5E	1.1E	0.6E	0.4E	0.3E	F	0.8E	F	F
Total Moderate Risk and Problem	**2.0**	**2.2**	**3.0**	**3.1**	**2.0**	**1.6E**	**1.6E**	**1.9E**	**1.7E**	**2.0E**

Average moderate risk and problem: 2.5%. **Note:** The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001). E signifies interpret with caution. F signifies too unreliable to report. Total Moderate Risk and Problem may not equal its subtotals due to rounding and/or weighting.

Table 20 below shows the number of phone calls made to provincial problem gambling helplines in 2010-11. It also shows the number of agencies/entities funded by government to deliver problem treatment; the number of designated, full-time equivalent (FTE) problem gambling counsellors there were; and the number of people who sought help from problem gambling counselling services. Across Canada, at least 31,397 helpline calls were made in total—the majority being for one's own gambling problems and for miscellaneous reasons. There were at least 98 government-funded treatment agencies/entities and 183 FTE problem gambling counsellors; and at least 14,493 individuals sought counselling—mainly for their own, as opposed to someone else's, gambling problem.

Table 20. Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Helpline Calls										
Own Problem	3,268	617	505	857	1,118	4,951	401	Unavailable[85]	No helpline	124
Other's Problem	766	279	136	293	791	1,233	9	Unavailable[85]	No helpline	20
Total Problem	4,034	896	641	1,150	1,909	6,184	410	Unavailable	No helpline	144
Miscellaneous	1,900[86]	Unavailable[87]	431	1,526	8,290	1,109[88]	387	Unavailable	No helpline	82
Total Helpline Calls 2010-11	**5,934**	**Unavailable**	**1,072**	**2,676**	**10,199**	**7,293**	**797**	**2,304**	No helpline	**226**
Total Helpline Calls 2009-10	5,926	Unavailable	1,240	3,113	14,935	8,400	697[89]	2,195	No helpline	Unavailable
% Change	0.1	N/A	-13.5	-14.0	-31.7	-13.2	14.3	5.0	N/A	N/A
Government-funded Treatment Agencies/Entities										
Total Agencies 2010-11	**6[90]**	**Unavailable**	**12**	**1[91]**	**50**	**16[92]**	**2**	**10**	**1**	**Unavailable**
Total Agencies 2009-10	5	5	12	1	50	16	2	10	1	Unavailable
% Change	20.0	N/A	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
Full-time Equivalent (FTE) Counsellors										
Total FTE Counsellors 2010-11	**25**	**Unavailable[93]**	**16**	**12.5[94]**	**100**	**Unavailable**	**7**	**17.5**	**Unavailable[93]**	**5[95]**
Total FTE Counsellors 2009-10	28	Unavailable	16	9.5	99	Unavailable	7	17.5	Unavailable	5
% Change	-10.7	N/A	0.0	31.6	1.0	N/A	0.0	0.0	N/A	0.0
Counselling Clients										
Own Problem	Unavailable	Unavailable	388	369	4,188[96]	4,555	311	508	Unavailable	100
Other's Problem	Unavailable	Unavailable	34	71	1,206[97]	Unavailable	Unavailable	56	Unavailable	Unavailable
Total Clients 2010-11	**2,034**	**Unavailable**	**422**	**440[98]**	**6,014[99]**	**Unavailable**	**Unavailable**	**564**	**53**	**Unavailable**
Total Clients 2009-10	1,403	2,111	399	477	6,132	Unavailable	Unavailable	536	54	Unavailable
% Change	45.0	N/A	5.8	-7.8	-1.9	N/A	N/A	5.2	-1.9	N/A

Total helpline calls 2010-11: 31,397. Total helpline calls 2009-10: 37,381. Overall change: -16.0%. **Total agencies/entities 2010-11:** 98. Total agencies/entities 2009-10: 102. Overall change: -3.9%. **Total FTE counsellors 2010-11:** 183. Total FTE counsellors 2009-10: 182. Overall change: +5.0%. **Total counselling clients 2010-11:** 14,493. Total counselling clients 2009-10: 16,081. Overall change: -9.9%. **Note:** Miscellaneous helpline calls refer to calls made for information (e.g., statistics, resources, winning numbers), in addition to prank calls, hang-ups, and/or misdialed phone numbers. Government-funded treatment agencies/entities may not include First Nations agencies funded by government. FTE counsellors are generally designated for problem gambling specifically. Counselling clients may have other addictions besides gambling and may be new clients only. Counsellors and clients may not include those in private treatment. All figures in the table may be estimates only.

85 Whether someone phoned the helpline for their own versus someone else's gambling problem was only tracked when a new counselling file was opened. Of all new files opened, 69% (143 individuals) were for one's own gambling problem; 31% (65 individuals) were for someone else's gambling problem.

86 Includes calls requesting general information. Figure differs greatly from the 2009-10 *Digest* because the Help Line underwent significant improvements in how data is collected and recorded, resulting in more accurate information.

87 In Alberta, the toll-free Addiction Services Helpline handles calls for concerns related to gambling, as well as alcohol, drugs, and tobacco. It is therefore difficult to calculate how many miscellaneous calls are related to gambling specifically.

88 May include calls made by individuals requesting help for their client.

89 Figure has been restated from the original 2009-10 *Digest* which erroneously included quality control calls made internally.

90 In British Columbia, the majority of services are delivered by independent service providers who are not necessarily affiliated with an agency. Each of these independent providers functions as their own individual agency. In that context, the Provincial government funded a total of 30 agencies/entities in 2010-11 to deliver problem gambling treatment (6 agencies employing 8 service providers, and 22 independent providers).

91 Refers to Manitoba Lotteries' funding of the *Addictions Foundation of Manitoba* (AFM) only. Does not include First Nations agencies funded by government.

92 There were 16 public rehabilitation centers for individuals and their loved ones struggling with gambling-related problems and other addictions. There were also 12 private and community organizations certified by the Department of Health and Social Services that offered lodging to individuals experiencing gambling and other addiction-related issues.

93 All addiction counsellors in the Province are trained to assist clients with gambling-related problems as well as other addictions. As such, it is not possible to determine the FTEs dedicated to gambling specifically.

94 AFM counsellors only.

95 Most addictions counsellors in the Province are trained in gambling treatment as well as other addictions.

96 There were 4,466 active admissions whereby people were receiving help from treatment agencies for their own gambling problems. This represents 4,188 individuals.

97 There were 1,233 active admissions whereby people were receiving help from treatment agencies because of someone else's gambling problems. This represents 1,206 individuals.

98 AFM clients only.

99 Figure does not equal its subtotals because it includes 620 clients whose primary reason for seeking treatment is unknown.

On-site Information and Support at Gaming Venues

Table 21 shows the number of responsible gambling (RG) information terminals and on-site support centres that were available across the country in 2010-11. The table also provides information on the centres' operating hours and staffing, and the number of people who received problem and responsible gambling information from the centres. Across Canada overall, there were 102 terminals and 92 centres, where approximately 98 full-time equivalent (FTE) staff members worked. At least 317,893 people visited the centres for problem and responsible gambling purposes. In 2009-10, the number of centres, FTEs, and visitors was at least 88, 90, and 314,043 respectively (CPRG, 2011).

Table 21. On-site Information and Support at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Responsible Gambling (RG) Terminals										
Bars, Lounges, etc. with VLTs	0	0	0	0	0	0	0	0	0	0
Bingo Facilities	17	0	0	0	0	1	0	0	0	0
Casinos	17	16	6	2	10	6	1	2	2	0
Racetracks with Slots or VLTs	0	1	0	0	17	0	0	0	0	0
Other Gaming Venues	0	0	0	0	0	2	0	0	0	0
Other Venues	0	0	1[100]	0	0	1[101]	0	0	0	0
Total RG Terminals 2010-11	**34**	**17**	**7**	**2**	**27**	**10**	**1**	**2**	**2**	**0**
On-site Support Centres										
Bars, Lounges, etc. with VLTs	0	0	0	0	0	0	0	0	0	0
Bingo Facilities	17	0	0	0	0	0	0	0	0	0
Casinos	17	16	2[102]	2	10	4	1	2	2	0
Racetracks with Slots or VLTs	0	1	0	0	17	0	0	0	0	0
Other Venues	0	0	0	0	0	1[103]	0	0	0	0
Total Centres 2010-11	**34**	**17**	**2**	**2**	**27[104]**	**5**	**1**	**2**	**2**	**0**
Total Centres 2009-10	32	16	2	2	27	5	0	2	2	0
% Change	6.3	6.3	0.0	0.0	0.0	0.0	N/A	0.0	0.0	N/A
Operating Hours and Staffing										
Centres Always Open When Venue Open	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	N/A
Centres Always Staffed When Open	No[105]	No[106]	Yes	Yes	No[107]	Varies[108]	Yes	Yes	No[109]	N/A
Total FTE Staff 2010-11	**26**	**17**	**9**	**3**	**34**	**2**	**3**	**4**	**1**	**0**
Total FTE Staff 2009-10	25	16	6.5	2.5	32	2	0	5	1	0
% Change	4.0	6.3	30.8	0.0	6.3	0.0	N/A	-20.0	0.0	N/A
Visitors for Problem/Responsible Gambling Purposes										
Total PG/RG Visitors 2010-11	**37,867**	**71,468**	**Unavailable[110]**	**6,802**	**170,048**	**27,345**	**973**	**2,751**	**639**	**0**
Total PG/RG Visitors 2009-10	22,059	87,800	Unavailable	6,144	168,077	26,163	0	3,240	560	0
% Change	71.7	-18.6	N/A	10.7	1.2	4.5	N/A	-15.1	14.1	N/A
Self-exclusion (SE)										
Total on SE Lists	7,291	2,017	566[111]	1,060	15,486	4,155	23	1,646	76	0
Total Breaches Detected	1,904	621	46[112]	148	1,387	6,539	7	89	15	0

Total terminals 2010-11: 102. **Total centres 2010-11:** 92. Total centres 2009-10: 88. Overall change: +4.5%. **Total FTE staff members 2010-11:** 98. Total FTE staff members 2009-10: 90. Overall change: +8.9%. **Total PG/RG visitors 2010-11:** 317,893. Total PG/RG visitors 2009-10: 314,043. Overall change: +1.2%. **Total SE sign-ups 2010-11:** 32,320. **Total SE breaches 2010-11:** 10,756. **Note:** Responsible gambling (RG) information terminals are user-friendly electronic kiosks that provide responsible gambling information to users in a fun and entertaining way (through games, activities, etc.). They are generally designed for use in gaming venues. On-site support centres are dedicated rooms or areas in a gaming venue that offer information, referral, self-exclusion support, and/or counselling to patrons for problem and responsible gambling purposes. In British Columbia, the centres are called *GameSense Info Centres*. In Alberta, they are called *Responsible Gambling Information Centres*. In Saskatchewan, Manitoba, and Prince Edward Island, they are called *Responsible Gaming Information Centres*. In Ontario, they are called *Responsible Gaming Resource Centres*. In Nova Scotia, they are called *Responsible Gambling Resource Centres*. In Québec, they are called *Au Centre du Hasard*. Some centres may attract more visitors than others because of where they are located in the gaming venue, their operating hours, the number of special events they have, etc. The reader should interpret the information on self-exclusion with caution, as the reported number of people who have signed up for self-exclusion and the reported number of breaches detected can depend on such factors as ban length, method of detecting breaches, venue size and number, record keeping, and other factors—all of which can vary by province. *Total on SE lists* refers to the total number of individuals on SE lists as of March 31st, 2011 (not the total number of new sign-ups in 2010-11). *Total breaches detected* refers to the total number of breaches detected in 2010-11 (not the total number of *individuals* caught breaching during that time).

100 Head office of the *Saskatchewan Indian Gaming Authority* (SIGA).

101 Head office of *Loto-Québec*.

102 Centres were at the two casinos operated by *SaskGaming*.

103 The Trois-Rivières gaming hall.

Footnotes from previous page continued…

[104] Eight centres were classified as *self-service;* 19 were classified as *full-service*. Both types of centres provide problem/responsible gambling information through brochures, kiosks, digital displays, and educational events, but full-service centres allow for more staff/patron interaction and also offer support for self-exclusion sign-up and reinstatement.

[105] Centres at *casinos* were staffed up to 35 hours per week on a wide-ranging schedule that varied daytime and evening hours, up to seven days per week. Centres at bingo facilities with slot machines (community gaming centres) were self-service.

[106] Support center staff work a range of shifts within the operating hours of the gaming venue they are in for a total of 37.25 hours per week (hours vary from early to late shift).

[107] At all sites, people could use the tools in the centres during all hours of operation, but the centres were not staffed at all times. Staff at *self-service* centres were on-site for at least one shift twice per month. Staff at *full-service* centres were on-site for 50-115 hours per week.

[108] *Casinos* were always staffed; *gaming halls* were not. Leaflets were always available, however, at all centres.

[109] People could access the tools and reading materials in the centres during all hours of operation, but the centres were not staffed at all times.

[110] Number of visitors to the centres is not tracked. Interactions of a responsible gambling nature may take place at a variety of locations on the gaming floor, which is where the majority of interactions with players occur. In 2010-11, there were 7,459 documented interactions. Of these, 6,843 included some form of education/information sharing; 5,105 interactions included a referral for further information/resources available through the RGIC or outside resources.

[111] 315 from SaskGaming casinos; 251 from Saskatchewan Indian Gaming Authority casinos.

[112] Only includes breaches from two of the province's eight casinos (SaskGaming).

Digest 2010-11 vs. 2009-10: Overview of Changes

Venues, Games, Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Venues	▼	▲	▲	▲	▼	▼	▼	▼	▼	▼	▼
Games	▲	▲	▼	▲	▲	▼	▲	▼	–	▼	▲
Lottery Ticket Terminals	▼	▲	▲	▲	▼	▲	▼	▼	▼	▼	▼
Charitable Gaming Licences	▲	▲	▲	▲	▼	▼	▲	▲	▼	▲	▲

Note: ▼ indicates a decrease from 2009-10 to 2010-11. ▲ indicates an increase from 2009-10 to 2010-11. "–" indicates no change from 2009-10 to 2010-11. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Total Government-operated Gaming Revenue	▲	▲	▲	▲	▲	▼	▲	▲	▲	▲	▲
Total Government Gaming Revenue per Person 18+	▲	▲	▲	▲	▲	▼	▲	▲	▲	▲	▲
Total Horse Racing Revenue	▼	▼	▼	▼	▼	▼	▼	▼	▲	▲	▼
Total Charity-operated Gaming Revenue	▼	▼	▲	▼	▼	▼	▲	▲	N/A	▲	▼
Net Gaming Revenue to Government	▲	▲	▼	▲	▲	▼	▲	▼	▲	▲	▲
% Provincial Revenue Derived from Gaming	▼	▲	▼	▲	▼	▼	▼	▼	▲	▲	▼
Net Gaming Revenue to Charitable Organizations	▼	▼	▲	▼	▲	N/A	▲	▲	N/A	▲	▼

Note: ▼ indicates a decrease from 2009-10 to 2010-11. ▲ indicates an increase from 2009-10 to 2010-11. "–" indicates no change from 2009-10 to 2010-11. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenue Distributions

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Charity Distributions	▼	N/A	▼	▲	▲	▲	–	▲	N/A	N/A	▼
Problem Gambling (Health) Distributions	▲	N/A	–	▲	▼	▲	▼	▲	▼	N/A	▼
% Government Gaming Revenue to PG	▲	N/A	▲	▼	▼	▲	▼	▲	▼	N/A	▼
$ Government Gaming Revenue to PG per Person 18+	▲	N/A	–	▲	▼	▲	▼	▲	▼	N/A	▼
Responsible Gaming (Industry) Distributions	▼	–	▼	▼	▲	▲	▲	▼	▲	▼	▲
Federal Distributions	▲	▲	▼	▼	▲	▲	▼	▼	▼	▼	▲
Municipal Distributions	▲	N/A	N/A	▼	▲	N/A	N/A	N/A	–	N/A	▼

Note: ▼ indicates a decrease from 2009-10 to 2010-11. ▲ indicates an increase from 2009-10 to 2010-11. "–" indicates no change from 2009-10 to 2010-11. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Helpline Calls	▲	N/A	▼	▼	▼	▼	▲	▲	N/A	N/A	▼
Agencies/Entities	▲	N/A	–	–	–	–	–	–	–	N/A	▼
FTE Counsellors	▼	N/A	–	▲	▲	N/A	–	–	N/A	–	▲
Counselling Clients	▲	N/A	▲	▼	▼	N/A	N/A	▲	▼	N/A	▼

Note: ▼ indicates a decrease from 2009-10 to 2010-11. ▲ indicates an increase from 2009-10 to 2010-11. "–" indicates no change from 2009-10 to 2010-11. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

On-site Information and Support at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Centres	▲	▲	–	–	–	–	N/A	–	–	N/A	▲
FTE Staff	▲	▲	▲	–	▲	–	N/A	▼	–	N/A	▲
PG/RG Visitors	▲	▼	N/A	▲	▲	▲	N/A	▼	▲	N/A	▲

Note: ▼ indicates a decrease from 2009-10 to 2010-11. ▲ indicates an increase from 2009-10 to 2010-11. "–" indicates no change from 2009-10 to 2010-11. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

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Bingo devices, hand-held. Electronic machines that are used instead of, or in conjunction with, traditional paper cards. They assist players by electronically tracking the numbers called and signalling a winning card.

Bingo terminals. Interactive electronic gaming devices with various bingo-themed games that allow players to engage in personal games apart from any live bingo events taking place at the venue. Users play against the computer system and any prizes won are credited directly by the computer system to the player's electronic bingo account.

Charitable gaming licences. Licences that are issued to charitable and religious organizations to conduct gaming events. One licence is typically valid for many individual events, and may, in some cases, be valid for up to three years and/or for more than one type of gaming activity.

Charity-operated gaming. Gaming that is conducted and managed by charitable and religious organizations under provincial and federal regulations. Revenue generally goes to the organizations that conduct and manage the gaming events.

Electronic gaming machines (EGMs). EGMs generally refer to slot machines and video lottery terminals (VLTs). Both types of machines are characterized by fast speed of play, bright colours, flashing lights, sound effects, random payout schedules, and other features. While slot machines used to pay out in cash only and operate mechanically, they now—similar to VLTs—pay out in the form of tickets/tokens and operate electronically. The main difference between VLTs and slot machines today is that the former tend to be more widely dispersed in the community (e.g., in bars, lounges, etc.), while the latter are typically located in traditional gaming facilities such as casinos.

Electronic gaming tables. Tables that are fully automated, with several player stations that allow patrons to play a variety of games electronically (e.g., blackjack, poker, roulette). Typically, a horizontal plasma screen displays the table top and game activity, while an upright plasma screen displays a video dealer.

Electronic (rapid) keno. A game of chance whereby players select several numbers between 1 and 80 that are matched against randomly-generated winning numbers. Draws occur at regular, short intervals (e.g., every four to ten minutes).

Government-operated gaming. Gaming that is conducted and managed by provincial governments, typically by Crown corporations. Revenue generally goes back to the provinces.

On-site support centres. Dedicated rooms or areas in a gaming venue that offer problem/responsible gambling information, referral, self-exclusion support, and/or counselling (through brochures, kiosks, digital displays, staff interaction, educational events, etc.). While some centres are staffed full time, others are staffed part-time or not at all.

Player-banked poker. Poker played against other gaming venue *patrons* rather than the house.

Responsible gambling information terminals. User-friendly electronic kiosks that provide problem and responsible gambling information in a fun and entertaining way (through games, activities, etc.). They are generally designed for use in gaming venues.

Sports betting. Gambling on the outcome of sporting events in specific, designated rooms or areas of a gaming venue. It does not include the purchase of sports lottery tickets (e.g., Pro-line), nor does it include betting on horse races. Players bet on the winner, point spread, total score, or other statistic occurring in multiple sporting events rather than a single event (which is prohibited by Canadian law).

Teletheatres. Buildings where horse races are televised and off-track bets are placed.

Video Lottery Terminal (VLT). A video-based version of the traditional slot machine. The main difference between VLTs and slot machines today is that the former tend to be more widely dispersed in the community (e.g., in bars, lounges, etc.), while the latter are typically located in traditional gaming facilities such as casinos.