SECURITY/LAW ENFORCEMENT DIVISION

PRESENTATION TO THE CALIFORNIA LOTTERY COMMISSION

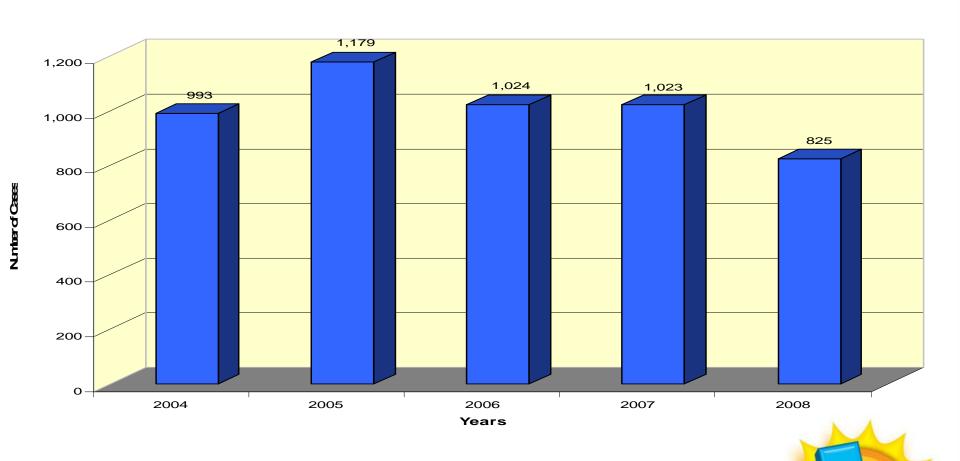# MAY 2009

CASE DESCRIPTERS

➢ ## Administrative

Case assignments generally associated with the operational needs of the Lottery and contract compliance. Examples include: background investigation, retailer sanctions, claimant interviews, questioned documents and ticket quality assurance.
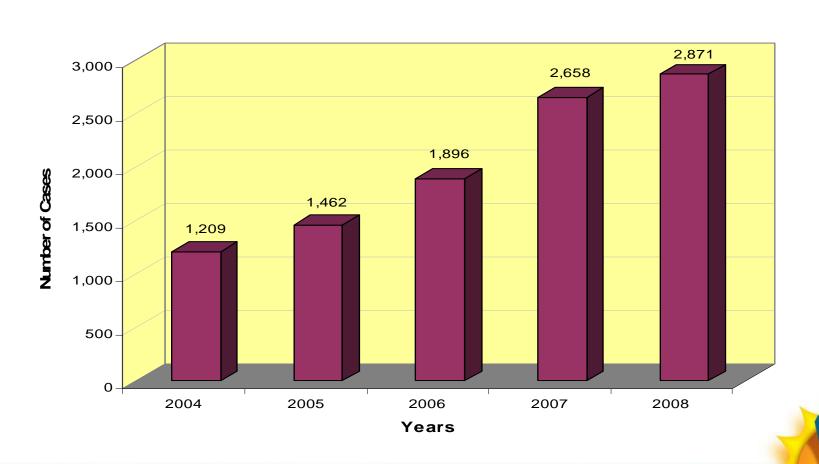
➢ ## Criminal

Case assignments that generally are related with criminal misconduct against the consumer, Lottery affiliates or Lottery employees including: ticket theft/burglary, embezzlement, fraud, forgery, counterfeit tickets and threats.
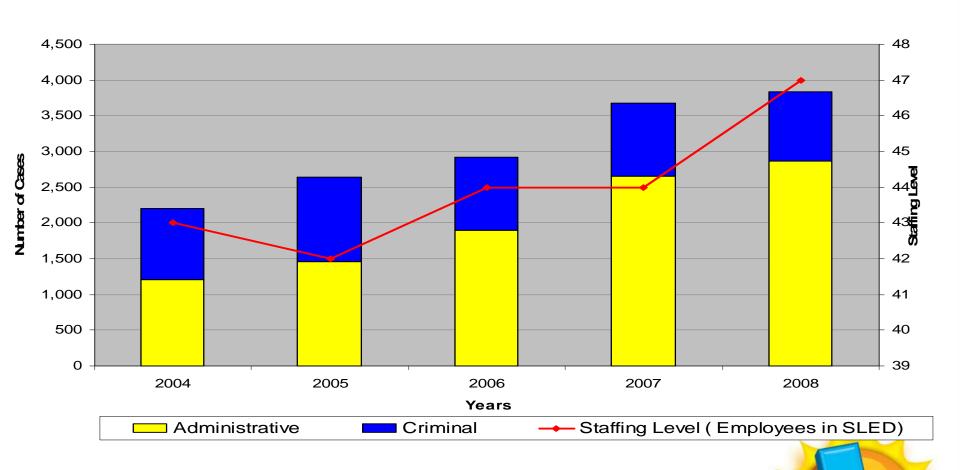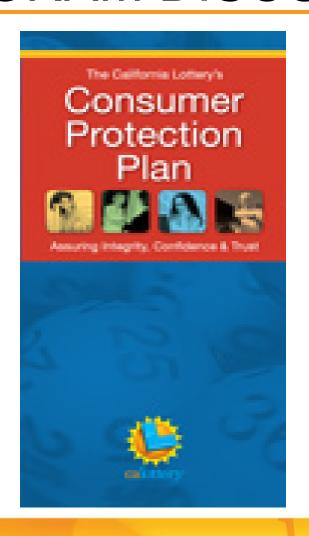
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CRIMINAL INVESTIGATIONS TREND

ADMINSTRATIVE INVESTIGATIONS
5- YEAR TREND

WORKLOAD TO STAFFING TREND AND COMPARISON

CONSUMER PROTECTION PROGRAM DISCUSSION

GOAL STATEMENT

Maintain a positive brand image and a positive playing experience for our customers through an industry leading consumer protection program.

STRATEGY STATEMENT

Implement a comprehensive approach and plan
of action encompassing the core
consumer protection components of

engineering,
education,
and enforcement

ACCOMPLISHMENTS

➢ Engineering

- o   High Value Prize Alert
- o   Check-A-Ticket/pdf Value Read

➢ Enforcement

- o   Retailer Redemption Compliance Program
- o   Roseville $555,000/LA $750,000

➢ Education

- o   Consumer Protection Pamphlets
- o   Law Enforcement Outreach

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INITIATIVES

➢ Engineering

  o   Aberrant Wagering Alert

➢ Enforcement

  o   Latin Lotto Task Force

➢ Education

  o   New Retailer Training Video

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RETAILER REDEMPTION COMPLIANCE PROGRAM

➤ Pilot Program
  o First in North America

➤ Operations
  o 550 shops
  o 98 non-compliance

➤ Prosecution/Sanctions
  o 72 submittals
  o 59 convictions
  o 12 pending
  o 1 re-submittal
  o 7 under investigation

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RETAILER REDEMPTION COMPLIANCE PROGRAM

➢ Lottery Collaboration

  o   30 inquiries

  o   22 information sharing

  o   2 ride-alongs

  o   5 conferences

➢ Impact

  o   Top five claimants (all retailers)

      ▪ Prior to revised claim form – average 33 claims per year

      ▪ After – 1.7 (three 0 claims)

  o   Sales

      ▪ Media markets – no measurable decline