
 Gaming Departments and Responsible Gaming Department

26 May 2010

Proposal

Play Periods Trial

At the February 2010 Crown Responsible Gambling Management Committee ("RGMC"), a project that would consider a more robust system of identifying patrons that gambled for longer periods of time was tabled.

This proposal centred on a model currently in place in SkyCity Auckland Casino, whereby the following occurs:

Management is sent a report comprised of carded customers that have played for periods greater than 12 hours up to 24 hours. It is believed that the play records are recorded cumulatively over a 24 hour or gaming day period.

Different types of interventions occur at different stages:

12 hours of play	a manager is alerted
16 hours of play	a manager/Host Responsibility employee will observe the customer
20 hours of play	a manager/Host Responsibility employee will talk to the customer
22 hours of play	as above
24 hours of play	the customer will be asked to leave

The above process was reached in conjunction with the New Zealand Regulator

To date, it is understood that no other jurisdiction is employing this method.

The working group considered two data collection sets for eligible Crown Signature Club gaming patrons covering all gaming product. Data was collected from local and domestic players for both main gaming and premium areas.

- The first data set was comprised of records for play periods that cumulated for a gaming day. For example, rating periods of several hours at a time with break periods in between
- The second data was comprised of records for a consecutive play period. That is, card in for the entire play period.

The group met to discuss the implementation of a trial of between 3 to 6 months, commencing following approval from the RGMC.

This initial phase would comprise the generation of a report covering cumulative and consecutive play by selected users, with the following response:

12 hours of play	a manager and/or RGLO will observe the customer and take action or no action as required
16 hours of play	a manager or RGLO will talk to the customer and take action or no action as required
20 hours of play	a RGLO will talk to the customer and take action or no action as required
22 hours of play	a RGLO will talk to the customer and take action or no action as required
24 hours of play	the customer may be asked to leave depending on prior engagement/observation

Working Group members:

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