



Maryland State Lottery And Gaming Control Agency Casino Compliance Unit Monthly Report February, 2013

Hollywood Casino at Perryville

Underage on casino floor:

On 2/4/13, a group of subjects entered the casino and while the security guard was checking the identification of a male subject, a female subject entered without being checked. She proceeded to the gaming floor and began playing on a VLT. Surveillance observed the female and believed her to be underage. Security was notified and upon checking her identification she was found to be 18 years of age. The female was issued a banning letter and evicted from the casino.

On 2/9/13, a male subject entered the casino at the south entrance and his identification was checked by a security guard. One of the house technicians observed the subject at GO9 bank, approached him and asked for identification. The subject was identified as being 20 years of age and was escorted from the building. No notification was made to security or MSLGCA until after he had left the building. No identification of the subject was obtained.

Intoxicated patrons evicted:

On 2/14/13, a female subject was evicted from the casino due to intoxication.

On 2/23/13, a female subject was evicted from the casino due to intoxication.

Children unattended in vehicles:

Theft/Robbery: 2

On 2/21/13, a female patron reported to security that her cell phone was missing. PPD responded to investigate. The patron was able to use her companion's cell phone to track her phone which gave a location of heading north on I-95. A review by surveillance revealed that the patron had set the phone down at a VLT, and then moved to another one. A male was found to have picked it up and put it in his pocket. A review of the male's activity revealed a description and tag number on the vehicle he departed in. The information was given to PPD.

On 2/24/13, a male subject was arrested by PPD in the parking lot for theft from a vehicle. The subject was observed entering a van and removing a backpack and a small bag, then entering another vehicle. PPD was notified and responded. Upon their arrival, the officer spoke with the owner of the van and then located the suspect exiting the vehicle he had placed the backpack in. The subject was arrested for theft.

Drugs: 0

Police response: 3

On 2/10/13, PPD responded in reference to a male subject believed to be panhandling in the smoker's area of the casino. Upon checking the subject it appeared as if he was having some difficulty conversing with security. It was discovered that the subject had been off of his prescribed medication for over a week and that he was feeling suicidal. The subject was transported to the hospital for evaluation.

On 2/21/13, PPD responded in reference to the theft of a cell phone. (Detailed further in report).

On 2/24/13, PPD responded in reference to a theft from a vehicle. (Detailed further in report).

Facility issues: 1

On 2/15/13, it was discovered that camera 700 was not operating. A review showed that the camera had been out of service since 2/14/13 but that the monitor alarm had failed to indicate the malfunction. The camera and alarm were repaired.

Miscellaneous: 1

On 2/25/13, the on duty casino compliance representative located a subject on the floor that had been permanently banned from the casino. Security was notified and the subject was evicted.

Casino at Ocean Downs

Underage on casino floor: 0

Intoxicated patrons evicted: 1

On 2/2/13, a female entered the casino that appeared to have trouble walking and seemed to be intoxicated. She was approached by security and advised she would need to leave the property. The female became belligerent and was evicted from the casino.

Children unattended in vehicles: 0

Excluded persons in casino: 1

On 2/5/13, a female subject was located on the floor who has been excluded from Delaware Park Casino. Security explained to her the reciprocal agreement between the properties and she was escorted from the casino.

Physical altercations: 0

Theft/Robbery: 1

On 2/1/13, a male patron advised security that he left a VLT he had been playing and forgot to cash out his voucher. He returned to the machine and found that his credits had been cashed out. A review of surveillance video provided a description of the subject who cashed out the voucher and he was located on the floor. Security approached him and questioned him about the incident at which time he relinquished the voucher. The voucher was then returned to the owner.

Drugs: 0

Police response: 3

On 2/22/13, security responded to a disturbance that was caused by several subjects who were screaming loudly on the gaming floor. The subjects were found to have special needs. They, along with their caregiver were escorted from the casino. This was not the first instance with these individuals. Follow up investigation by the casino revealed that there may have been an issue with the caregiver assaulting the subjects. MSP was notified and responded. They are conducting an investigation into the matter.

On 2/2/13, a male pedestrian was struck in the parking lot in front of the casino by a taxi cab. MSP and WCSO responded along with an ambulance. The subject was transported to the hospital and MSP is conducting the investigation.

On 2/3/13, a van parked in a handicapped spot was found by the owner to have two flat tires. The tires became flat while he was in the casino. A review of surveillance video revealed a male suspect loitering around the vehicle and then entering the casino.

MSP responded to conduct an investigation and it was learned that there is a past history between the van's owner and the suspect. The suspect has been charged with destruction of property.

Facility issues: 1

On 2/28/13, it was reported that repairs to the mantrap into the main bank had been completed and is now working correctly. There have been numerous problems with the mantrap in the past.

Miscellaneous:

On 2/20/13, the on duty compliance representative observed two (2) subjects come through the breezeway from the racetrack clubhouse onto the second floor (BOH) of the casino. Neither subject was wearing a gaming license and when challenged they stated they just wanted to see what the casino looked like. They were turned away and departed through the breezeway. A review of video footage revealed that the subjects were allowed entry through a locked door in the clubhouse by a member of the surveillance unit for the casino. The subject was suspended during an investigation into the incident and subsequently terminated.

Maryland Live Casino

Underage on casino floor: 3

On 2/7/13, an underage male subject entered the casino using the east entrance and walked in unchallenged by security. He was located on the floor at VLT 21-35-08, standing behind his older brother who was playing the machine. Once identified, he was escorted from the casino. A review by surveillance revealed that the underage subject did not gamble or consume alcohol while in the casino.

On 2/16/13, an underage female was located on the gaming floor at VLT 18-13-02. A review by surveillance revealed that she walked in through the north entrance past two security guards who failed to challenge her and check her identification. The female was on the floor approximately ninety (90) minutes during which time she did play the slot machines. She did not consume any alcohol while in the casino.

On 2/22/13, an underage female was located attempting to exit the floor. A review by surveillance revealed that the female, along with another female had entered through the employee entrance on the lower level, and were allowed to enter the elevator by an employee and exit onto the casino floor near Phillip's restaurant. They walked along the floor however they did not gamble or consume any alcohol.

Intoxicated patrons evicted: 2

On 2/17/13, security personnel along with AACOPD responded to Bobby's Burger for disorderly/intoxicated subjects. The subjects were uncooperative and refused to leave. The officer attempted to arrest one of the subjects at which time he began resisting and was forcibly taken to the ground. He was arrested for disorderly and resisting arrest.

On 2/18/13, two (2) intoxicated patrons were denied entry into the casino. They proceeded to a vehicle in the parking garage and were warned not to try to drive. A taxi was called for them. Upon entering the taxi, they had the driver take them to their vehicle at which time they tried to leave. AACOPD responded and advised them they could not drive. The subjects then left in the taxi.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 3

On 2/17/13, several intoxicated patrons were evicted from the casino by security. Once outside, two (2) of the patrons became involved in a physical altercation at which time one of the patrons punched the other in the face knocking him to the ground. The subjects were detained by security and AACOPD responded. The subjects did not wish to press charges against each other, and both were evicted from the casino.

On 2/20/13, security responded to an altercation between a male and female. The female claimed the male subject was eating a banana next to her and she is allergic to them. When she said something to the male, he then punched her. AACOPD responded and referred the female to the court commissioner.

On 2/23/13 security responded to the 3rd level of the parking garage in reference to a report of a male subject assaulting a female. AACOPD responded and arrested the male subject after reviewing the video footage and confirming that a domestic assault had taken place.

Theft/Robbery: 4

On 2/12/13, a male subject, along with a female subject was observed "ticket punching" at various VLTs. They were approached by security and evicted from the casino.

On 2/16/13, a male subject who exited an elevator on parking garage level 5 was assaulted by another male who had been on the elevator with him. As he was stepping out of the elevator, the male grabbed him from behind, ripped off his gold necklace and placed it in his pocket, and then ran down a stairwell. The subject entered a vehicle on level 4 and the vehicle departed the parking garage. AACOPD are investigating the strong arm robbery.

On 2/23/13, security was contacted by a female who stated a male subject had been following her and cashed out her voucher when she was not looking. Surveillance

confirmed the information and the male subject was approached, identified, and evicted.

On 2/25/13 a female subject was evicted for cashing out another patron's voucher. When approached by security she advised she does this all of the time.

Employee theft: 2

On 2/3/13, a patron who lost a voucher was hand paid and the voucher was voided. A security guard found the voucher and placed it in his pocket. A short time later, the guard met with an off duty cage representative and her boyfriend, and gave them the voucher. The cage representative and her boyfriend then attempted to cash the voucher at which time they realize that it has been voided. The cage representative was interviewed and admitted to attempting to cash the voucher. She was suspended pending further investigation. The security guard was terminated.

On 2/16/13, a male patron advised that he had cashed out voucher in the amount of \$310.00 from a VLT he had been playing, but could not locate it. The ticket was voided at the cashier's cage. A short time later, a housekeeping employee attempted to cash in the voucher at the employee cage area. She claimed she had been given the voucher as a tip by a patron. A review by surveillance did not coincide with her version of how she obtained the voucher. The patron was reimbursed and the employee was suspended pending investigation.

Drugs: 1

On 2/11/13, a male patron along with a female patron were cut off at the bar and left the casino. They were observed by surveillance entering a vehicle and smoking some type of substance using a device typically used for illicit drugs. Security approached the subjects and allowed them to leave without notifying law enforcement.

Police response: 15

On 2/5/13, AACOPD responded, along with security, to question a subject who had licked one of the cocktail waitresses while she was serving him a drink. The subject was evicted from the casino for seven (7) days.

On 2/11/13, MSP responded in reference to damage to a VLT which was caused by a patron striking the machine's glass screen several times with his fist. The subject was identified and MSP is conducting an investigation.

On 2/13/13, AACOPD arrested a male subject on an outstanding warrant for failing to appear in court. The court case is in reference to him damaging a VLT.

On 2/16/13, AACOPD responded in reference to a strong arm robbery in the parking garage. (Detailed further in report).

On 2/17/13, AACOPD responded in reference to a physical altercation. (Detailed further in report).

On 2/17/13, AACOPD responded to Bobby's Burgers in reference to disorderly/intoxicated subjects. (Detailed further in report).

On 2/18/13, AACOPD responded in reference to a patron who repeatedly had smoked in the casino. The patron was evicted and was escorted out by the officer.

On 2/18/13, AACOPD responded for intoxicated patrons attempting to drive. (Detailed further in report).

On 2/18/13, AACOPD responded for a telephone treat. (Detailed further in report).

On 2/18/13, AACOPD conducted an investigation into several possibly armed subjects on the casino floor. A vehicle had been seen on the BW Parkway with several occupants waving handguns around. The vehicle was located parked next to the casino a short time later. Several subjects in the casino were questioned but found to not be involved. The subjects in question were later located at the vehicle. They refused to let the officer search the vehicle and claimed they were there waiting for a casino employee.

On 2/20/13, AACOPD responded in reference to an assault. (Detailed further in report).

On 2/20/13, AACOPD responded to the parking garage to investigate a report of vandalism to a vehicle. Investigation revealed that a male subject who has a protective order against him sliced the tire on a vehicle owned by the female who took the order against him. She is an employee of the casino.

On 2/21/13, AACOPD responded in reference to two (2) subjects on the floor who are banned from the casino. Upon identifying the subjects it was learned that one of them was wanted on an outstanding arrest warrant. The subject was taken into custody by the officer.

On 2/23/13, AACOPD responded in reference to a domestic assault. (Detailed further in report).

On 2/25/13, AACOPD responded to the parking garage in reference to a minor property damage vehicle accident.

Facility issues:

On 2/4/13, an MSLGCA compliance representative, while attempting to monitor a bank of VLTs that went out of service, discovered that camera 454 was not operable. After checking past video footage, he discovered that the camera has been out of operation for some time. Surveillance was notified to make the appropriate repairs.

Miscellaneous: 2

On 2/10/13, a group of patrons was observed seated on the gaming floor in zone 21. One of the females unzipped the pants of a male subject, exposed his genitals and began simulating a sexual act. The group was approached by security and the male subject involved was identified as being part of a radio talk show. The entire group was evicted from the casino.

On 2/18/13, security received a phone threat that the casino was going to be robbed. AACOPD responded and investigated. The phone number was traced back to a male subject and it is believed that the subject suffers from a mental disorder. The threat is being handled as a prank call.

John Dennison
Casino Compliance Manager

