

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

Hollywood Casino at Perryville

Underage on casino floor: 0

Intoxicated patrons evicted: 4

On 3/3/13, a male subject was evicted from the casino for intoxicated/disorderly conduct. He remained in the parking lot near his vehicle and was observed consuming several cans of beer. PPD arrived and when the subject observed the officer, he attempted to move his vehicle. The subject was subsequently arrested for DUI.

On 3/23/13, a male subject was identified as being visibly intoxicated. He was evicted from the casino. The casino did arrange for a cab to take him to his hotel.

On 3/27/13, a female patron who was visibly intoxicated was located on the floor. When she left, she was stopped from driving by security. A cab was called for her and she departed the property.

On 3/29/13, security responded to a complaint of a male subject pulling on a female patron's hair. The male subject advised he was not pulling her hair, but was trying to kiss her. Investigation revealed that they were married and extremely intoxicated. They were banned from the property and were driven home by a friend who was with them.

Children unattended in vehicles: 0

Physical altercations: 0

Theft/Robbery: 1

On 3/15/13, it was reported to security that someone had taken the tip cup from the counter at the Extras Grill. A female suspect was identified by surveillance and the suspect was approached on the floor by the operations supervisor. The suspect repaid the money and was evicted from the casino.

Drugs: 1

On 3/29/13, PPD responded to the casino in reference to an intoxicated patron who insisted on trying to drive his vehicle off of the property. A subsequent search of the patron's vehicle revealed a large quantity of prescription drugs that were not prescribed to him. The subject was arrested and transported off of the property by PPD.

Police response: 8

On 3/3/13, PPD responded to the casino in reference to an intoxicated/disorderly subject. (Detailed further in report).

On 3/11/13, MSP responded to the casino to review video footage of a patron who had been in the casino and was later involved in an incident that the trooper was investigating.

On 3/15/13, PPD responded to the casino in reference to a counterfeit \$100.00 bill.

On 3/17/13, MSP responded to the casino to review video footage of a suspect believed to have been the suspect in a high speed pursuit which turned into a foot pursuit after the driver bailed out of the vehicle. A review by surveillance revealed that the suspect had been in the casino but had left the property.

On 3/18/13, PPD responded to the casino in reference to a male subject who had parked his vehicle in valet, but was clearly intoxicated when walking to his vehicle. He was stopped from driving by a valet attendant and PPD was notified. He could not locate a ride so PPD gave him a ride home since he lived nearby.

On 3/19/13, PPD responded to the casino in reference to a counterfeit \$20 bill.

On 3/28/13, MSP responded to the casino to investigate damage to a VLT. The suspect was located and advised he wanted to pay restitution for the damages. (The suspect did in fact contact MLGCA and paid full restitution of \$1,240.00).

On 3/29/13, PPD responded to the casino in reference to an intoxicated patron that turned into an arrest for illicit drugs. (Detailed further in report).

Facility issues: 2

On 3/8/13, several of the new cameras that were installed over the table games malfunctioned. A disconnected cable in the equipment room was reconnected and the cameras came back on line. The cameras were down for approximately one (1) hour.

On 3/11/13, the ACSC accounting system malfunctioned. Patrons could not use the ticket redemption kiosks, and they could only cash out tickets up to \$250 at the cash cage. Any patrons with tickets over that amount had to wait until the system was restored. The system was down for

approximately 40 minutes between 4:10am and 4:50am.

Miscellaneous: 0

Casino at Ocean Downs:

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 3/19/13, a male subject was evicted from the casino for being visibly intoxicated. He was driven from the property by a friend.

On 3/31/13, a male subject was identified as being visibly intoxicated and was evicted from the casino. Security notified a cab to respond to take him home. While waiting outside, the subject harassed patrons as they entered and exited the casino. Security had to wait with him until the cab arrived to avoid any further contact with other patrons.

Children unattended in vehicles: 0

Excluded persons in casino: 1

On 3/22/13, two (2) females who are excluded at Delaware Park were located on the casino floor. They were advised they were not allowed to be there and were told about the new mutual exclusion policy. They both advised they had not signed for any notification letters about the policy. They were evicted and advised if they returned they would be arrested for trespass.

Physical altercations: 1

On 3/16/13, two (2) subjects who had arrived at the casino on a tour bus from Virginia became involved in a heated argument. Security became involved due to this being the second incident with these subjects while they were in the casino. One of the subjects was threatened with physical violence once they returned to the bus. MSP was notified and responded, and it was found that the subject who had made the threats was in possession of a 7" knife. The weapon was confiscated and the other subject elected to take a cab from the casino back to Virginia. He was escorted from the casino for his safety

Theft/Robbery: 6

On 3/5/13, a female patron reported that she had lost her voucher. A review by surveillance revealed that a male subject had removed the voucher, valued at \$109.25, from a chair that the female had walked away from. He then cashed out the voucher, and departed the casino. The male subject was identified through his player's club card. He was contacted by security and agreed to return the money. The casino opted to not charge him with theft since he did in fact

bring the money back.

On 3/9/13 a female reported to security that someone had taken a voucher worth \$38.71 from the VLT she had been playing. A review by surveillance revealed that a male subject had removed the voucher and cashed it out. The subject was located on the floor and reimbursed the victim for the full amount.

On 3/12/13, it was reported to security that someone had taken approximately \$7.00 from a tip jar located at the cashier's station in the Dine 'n Dash grill. A review by surveillance revealed that a female subject had taken the money. She was located on the floor and confronted by security at which time she repaid the money. The female was issued a banning notice and was evicted from the casino.

On 3/12/13, a female patron reported that her purse was missing. A review by surveillance revealed that another female had taken the purse into the women's restroom, and exited without the purse. The purse was recovered by a casino employee and it was determined that the only items missing were two (2) vouchers totaling approximately \$8.00, and a \$10.00 bill. The victim did not wish to pursue any further action against the suspect. The casino was able to identify the suspect through her player's card information. Her card has been flagged and if she returns she will be banned from the casino.

On 3/13/13, a male and female patron advised they had been playing a VLT and cashed out but forgot to take the voucher valued at approximately \$100.00 with them. When they returned to retrieve it, the voucher was missing. A review by surveillance revealed that another female patron had removed the voucher, cashed it out at a redemption machine, and left the property. She was identified through her player's club card and attempts were made to contact her to return the money. If she fails to return the money, the casino will have her charged with theft and ban her from the property.

On 3/20/13, a female subject cashed in a voucher in the amount of \$472.75 at a ticket redemption machine. Due to a malfunction in the machine, she received the money and the voucher was returned to her. She was then able to receive a second payment at the cage. The female then left the casino. When the error was noticed, she was contacted by security and she returned to reimburse the casino the full amount. She was then banned from the casino.

Drugs: 0

Police response: 2

On 3/3/13, MSP responded to the casino to investigate a hit and run, property damage accident in the parking lot.

On 3/16/13, MSP responded to the casino in reference to a subject being threatened. (Detailed further in report).

Facility issues: 0

Miscellaneous: 0

Maryland Live Casino

Underage on casino floor: 3

On 3/9/13, an investigation into damage to several VLTs revealed that one of the subjects involved was under the age of 21. The subject was identified by security after several light towers had been damaged on the machines. A review by surveillance revealed that the subject walked past security unchallenged when he entered the casino and proceeded to the gaming floor. While on the floor the subject consumed several alcoholic beverages and gambled on numerous VLTs as well as the roulette wheel. The subject was identified and evicted from the casino.

On 3/17/13, an underage male subject was located on the gaming floor. The subject was escorted off of the floor and was later met by his parents. A review by surveillance revealed that the underage subject did gamble while in the casino. The subject was evicted from the casino.

On 3/27/13, an underage male was located on the gaming floor. A review by surveillance revealed that the subject had gambled on two (2) VLTs. The underage subject was identified, evicted from the casino and escorted off of the property by security. Further review revealed that the underage subject entered with several other individuals, all of whom were checked by security and allowed to proceed onto the floor.

Intoxicated patrons evicted: 3

On 3/5/13, a male and a female subject were located on the smoking deck. They were observed to be acting in an intoxicated/disorderly manner. They were asked to leave and the male subject complied. The female became belligerent with security and had to be forcibly removed from the casino.

On 3/10/13, a visibly intoxicated male patron in the High Limits area was requested to leave after becoming disorderly with security. A ride was located to take the subject to his hotel.

On 3/25/13, a male subject was located sleeping at a VLT. When awakened, he appeared to be intoxicated and stated he was waiting for a hand payout. The slots attendant advised he had already been paid, which was verified. The subject became disorderly and refused to leave. He was then evicted and arrested by AACOPD for disorderly conduct.

Children left unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 4

On 3/15/13, security personnel overheard a female subject verbally abusing an employee at the main cage. They advised her to stop with the vulgar language and finish her transaction. The female continued to be loud and abusive, and started to attack another patron in line. Security intervened, at which time the female subject struck one of the security guards. She was taken to the ground, cuffed, and escorted to the holding area. AACOPD responded and escorted her from the property once she had been given an eviction notice.

On 3/16/13, AACOPD responded to the parking garage in reference to a fight between two female subjects. The incident started in the elevator and continued into the parking garage. Investigation revealed that they were domestic partners and both reside in Virginia. Neither of them wanted to pursue criminal charges. Both were issued eviction notices.

On 3/24/13, security was notified of a panic alarm at the Phillips restaurant. A female customer was upset over the price of pizza and threw a piece of pizza in the face of an employee. The female and her male companion were escorted to an exit at which time they both became disorderly. They were both evicted from the casino.

On 3/28/13, security responded to a reported altercation at the Rams Head Bar. The subjects were identified as an off duty cocktail waitress and another female patron. The waitress advised that the other female tried to recruit her to become a stripper and the altercation arose from the patron throwing a drink at the waitress. The patron denied the accusation. Both females were evicted from the property for the evening.

Theft/Robbery: 9

On 3/3/13, a female subject was observed on the casino floor engaged in "ticket punching" vouchers from various VLTs. She was approached by security, identified, and evicted from the casino.

On 3/3/13, a male subject entered the slots attendant's area of the cash cage and forced open the plastic container that contains the employee's tip money, and removing all of the currency. The subject then departed the casino. AACOPD responded to conduct an investigation.

On 3/4/13, security was contacted by a female patron about a lost or stolen voucher. A review by the cash cage revealed that the voucher had already been cashed out. A review by surveillance revealed that the male subject who had taken the voucher was still on the floor. He was approached by security, identified, and evicted from the casino.

On 3/5/13, a male subject was observed on the casino floor engaged in "ticket punching" vouchers from various VLTs. He was approached by security, identified, and evicted from the casino.

On 3/7/13, a male subject was observed on the casino floor engaged in "ticket punching" vouchers from various VLTs. He was approached by security, identified, and evicted from the

casino.

On 3/9/13, a female who was involved in “ticket punching” was located on the floor. She was detained by security, identified, and evicted from the casino.

On 3/13/13, a female patron in the High Limits area reported to security that she had left her coat on her chair while she went to the restroom and when she returned, \$80.00 was missing from the pocket. A review by surveillance revealed that a male subject had removed the money and proceeded to the R Bar. He was approached by security at which time he returned the money. The male subject was evicted from the casino and banned for seven (7) days.

On 3/23/13, a male patron advised that his wallet was lost or stolen while he was playing VLT 20-37-03. A review by surveillance revealed that when he had stood up, his wallet fell on the floor and another male subject picked it up and went to the men’s restroom. Security responded to the restroom and located the subject who had the wallet in his possession. He advised he had found it and was going to return it after he went to the restroom. Nothing was missing and the wallet was returned to the owner.

On 3/25/13, a female patron advised security that she left her VLT to take a phone call where she could hear, and when she returned \$179.18 was missing from the machine. A review by surveillance revealed that a male subject cashed out the machine and removed the voucher. He then took it to a ticket redemption machine, cashed it out, and left the building.

Employee theft: 1

On 3/7/13, a female patron reported the theft/loss of a voucher worth \$603.50 from VLT 17-01-10. The patron was reimbursed for the amount and the voucher was voided by the cash cage. A review by surveillance revealed that a male subject who is a contractor for Tech Inc. removed the voucher from the machine and tried unsuccessfully to cash it at two different redemption machines. The subject was interviewed by security and admitted that he threw the voucher away after he could not cash it out. The voucher was recovered by security. The contractor, who was there to install surveillance cameras, was permanently banned from the property.

Drugs: 2

On 3/18/13, AACOPD responded to the casino in reference to three (3) subjects offering an employee some “good stuff” and displaying a bag containing a white powder type substance. The subjects were questioned by the officer and consented to a search. No drugs were located.

On 3/31/12, housekeeping personnel located a bag of suspected marijuana on the floor between two (2) VLTs. AACOPD responded and took custody of the substance. No suspects were identified.

Police response: 12

On 3/3/13, AACOPD responded to investigate a theft of tip money. (Detailed further in

report).

On 3/3/13, AACOPD responded to the parking garage to investigate a hit and run, property damage accident.

On 3/7/13, AACOPD responded to the casino floor to question a patron as to his involvement in a hit and run, property damage accident which had just occurred in the parking garage. The patron admitted to striking the other vehicle and was charged with traffic violations.

On 3/9/13, AACOPD responded in reference to several subjects damaging some VLTs. The subjects were detained and identified however no law enforcement action was taken at this time.

On 3/15/13, AACOPD responded to the casino in reference to an assault on an employee. (Detailed further in report).

On 3/16/13, AACOPD responded to the parking garage in reference to a fight between two female subjects. (Detailed further in report).

On 3/16/13, AACOPD responded to the parking garage in reference to a personal injury motor vehicle accident.

On 3/17/13, AACOPD responded to the parking garage in reference to a female subject finding that three (3) of the tires on her vehicle had been slashed. A review by surveillance provided video of the suspect and he was identified as the victim's ex-boyfriend.

On 3/18/13, AACOPD responded to the casino in reference to a drug complaint. (Detailed further in report).

On 3/25/13, a AACOPD arrested a male subject for disorderly conduct. (Detailed further in report).

On 3/28/13, AACOPD responded to the parking garage in reference to a motor vehicle striking a pedestrian. The pedestrian was transported to the hospital by ambulance, and the driver was arrested for DUI.

On 3/31/13, AACOPD responded to the casino in reference to suspected marijuana that had been recovered. (Detailed further in report).

Facility issues: 0

Miscellaneous: 0

John Dennison
Casino Compliance Manager

