

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

**Hollywood Casino at Perryville**

Underage on casino floor: 1

On 8/31/13, an underage female was located on the gaming floor. A review by surveillance revealed that she entered through the main entrance with her father while two (2) security guards were engaged in a conversation. She was approached by security at the Extras Grille and asked for identification at which time it was discovered that she was 20 years of age. She was then escorted from building. The female did not gamble or consume any alcohol while in the casino.

Intoxicated patrons evicted: 2

On 8/2/13, a female patron was identified by security as being too intoxicated to be on the casino floor and was evicted for the evening.

On 8/5/13, a male patron was identified by security as being too intoxicated to be on the casino floor and was evicted for the evening.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 1

On 8/7/13, a male subject passed \$4,900.00 worth of counterfeit \$100 bills while playing blackjack and craps over an extended period of time. When examined closely, the bills appeared to be \$1.00 bills that had been washed out with \$100.00 likenesses printed over them. When a bill marker was used, they passed due to being legitimate currency paper. When the bills were discovered in during the count, surveillance began a review and identified two (2) possible

suspects. PPD responded and began an investigation. Notification was given to all area casinos as to a description of the suspects and the nature of the incident. The suspect who passed the bills was located later that day after he entered Maryland Live Casino and was observed by surveillance. AACOPD responded and the suspect was detained. PPD, as well as a member of the Secret Service, responded to Maryland Live and the suspect was arrested and charged with theft. A female who was driving the vehicle used by the suspect was located in the vehicle trying to leave Maryland Live and was detained. A search of the vehicle was conducted by AACOPD and approximately ¼ pound of marijuana was discovered in the vehicle. She was subsequently arrested on drug charges (Also included in Maryland Live monthly report).

#### Drugs: 1

On 8/26/13, a male patron who was smoking suspected marijuana in his vehicle was observed by security. PPD was notified and responded. The subject was arrested and taken into custody. His vehicle was towed from the casino parking lot.

#### Police response: 7

On 8/7/13, PPD responded in reference to \$4,900.00 worth of counterfeit currency (Detailed further in report).

On 8/10/13, PPD responded in reference to a counterfeit \$10.00 bill.

On 8/18/13, PPD responded to assist in evicting a disorderly subject.

On 8/22/13, PPD responded in reference to three (3) male subjects who were suspected of vandalizing the men's restroom. A police report was written however there were no arrests or charges placed against the subjects.

On 8/26/13, PPD responded in reference to an illicit drug violation (Detailed further in report).

On 8/30/13, PPD responded to the parking lot in reference to a property damage vehicle accident.

On 8/30/13, MSP responded in reference to damage to a VLT. A suspect was identified via surveillance and player tracking. The trooper will be pursuing charges against the suspect.

#### Facility issues: 3

On 8/10/13, surveillance reported that due to a system error, they lost saved video footage on approximately 20 cameras. The situation has been corrected.

On 8/23/13, there was a malfunction with the mantrap door failing to open. The magnets were disconnected and a guard was placed at the mantrap until repairs could be made. The doors were out of service for approximately three (3) hours.

On 8/29/13, coverage was lost on ten (10) cameras for a period of approximately 15 hours due to a hard drive malfunction. Nine (9) of the cameras are located in the parking area and one (1) is located in the cage area.

Miscellaneous: 0

### **Casino at Ocean Downs**

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 8/3/13, a male patron who had been identified as intoxicated and evicted was observed by security attempting to drive off of the property. Security offered to call a taxi for him at which time he became disorderly with security personnel. The WCSO deputy who was working at the casino became involved in the situation and the subject continued to act in a disorderly manner. He was given the choice of having his wife come and get him or be arrested, at which time he chose to notify his wife.

On 8/5/13, two (2) subjects were evicted for intoxication, and for disorderly behavior. They refused to wait for a taxi that had been called for them and began walking off of the property. One of the subjects walked in front of a vehicle coming into the casino and was almost struck. The MSP trooper who was working at the casino became involved and made contact with the subjects. The subjects chose to wait on the taxi.

Children unattended in vehicles: 2

On 8/21/13, it was noticed that a child had been left in a vehicle in the parking lot. The owner was located by security and advised that the police would be called if this ever happened again. The patron departed in the vehicle with the child. There was no notification to law enforcement or MSLGCA by the casino. Due to the delay in notification, there is no information available as to the actual age of the child.

On 8/22/13, surveillance observed a female leave an infant in a vehicle and entered the casino. WCSO was notified and responded as well as security. The female was located inside of the casino and advised she could not leave the infant and to return to the vehicle. No charges were placed against the female.

Excluded persons in casino: 0

Physical altercations: 0

## Theft/Robbery: 2

On 8/23/13, a male patron who was playing a VLT got up to leave and dropped his wallet. A review by surveillance revealed that another male picked up the wallet and exited the casino. The suspect entered a vehicle and left the premises. WCSO was notified and is investigating the theft.

On 8/26/13, a female patron advised security that someone had taken her voucher valued at approximately \$40.00. A voucher for that amount was found on the floor by security. A review by surveillance revealed that another female had cashed out the victim's voucher when she went to the restroom. Upon exiting the casino, the suspect dropped the voucher on the floor. No identification of the suspect was available.

## Employee theft: 2

On 8/18/13, a wallet was discovered by a housekeeping employee who then turned it in to security. When the wallet was returned to the patron, it was discovered that there was cash missing from it. A review by surveillance revealed that the employee who found the wallet hid it in a cleaning rag then walked out of the door near the food area where there are no cameras. A short time later he walks back in through the same door, takes the wallet out from the rag and takes it over to security. When questioned by the security director, the employee admitted to taking the money. The employee was terminated from employment and escorted from the building.

On 8/25/13, a wallet was discovered on the floor and was taken to the security desk. Security examined the wallet and found it to contain identification along with \$306.00. The owner had left the casino but returned on 8/28/13 to retrieve her wallet at which time it was discovered that the cash was missing. A review by surveillance revealed that a security guard was inside of the security office where the lost and found is located. The guard was carrying a rag and appeared to be acting in a suspicious manner. The guard was questioned about his activities by the security director at which time he admitted to taking the money from the wallet. The guard was terminated from employment and escorted from the building.

## Drugs: 2

On 8/8/13, surveillance observed a subject in a vehicle who appeared to be inhaling some sort of powder type substance. He was approached by security and admitted that he had inhaled ground up prescription pills. Law enforcement was not notified however the subject was evicted from the property.

On 8/13/13, a male subject who had been permanently evicted from the property in 2011 for abusive behavior was located in the casino. Security notified MSP who responded and placed the subject under arrest for trespassing. While conducting a search of his person, the officer discovered a substance believed to be heroin in his pocket.

Police response: 6

On 8/3/13, WCSO responded in reference to an intoxicated male patron (Detailed further in report).

On 8/5/13, MSP responded in reference to two (2) intoxicated subjects (Detailed further in report).

On 8/7/13, MSP responded in reference to a patron making a report that his vehicle had been stolen from the parking lot. The complaint was unfounded and the vehicle was located on the lot in an area different than where the patron remembered parking it.

On 8/13/13, MSP responded in reference to a trespassing complaint (Detailed further in report).

On 8/22/13, WCSO responded in reference to an unattended child in a vehicle (Detailed further in report).

On 8/23/13, WCSO responded in reference to a theft (Detailed further in report).

Facility issues: 2

On 8/26/13, the casino lost power for approximately one (1) minute. The generators did not have a chance to power up the building before power was restored. Several VLTs did not power back up and numerous RAM clears had to be performed. Several patrons claimed that they lost their credits and hand pays had to be conducted.

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Miscellaneous: 0

## **Maryland Live Casino**

Underage on casino floor: 2

On 8/3/13, an underage female was identified at the player's club. She had gone there with her mother to inquire about obtaining a player's card. When the cashier identified her as being underage, security was notified and responded. When questioned, she advised that she entered through the north entrance and was never asked to present identification. The underage subject was evicted from the casino.

On 8/10/13, a female along with two (2) males attempted to enter the casino. The female and one (1) male were allowed to enter however the other male was denied due to being underage. All parties then walked away after the underage had been denied. A short time later, the underage male jumped over the barrier near the Cheesecake Factory and the other two walked in through the entrance. Security broadcast a description of the underage on their radio system and he was located approximately fifteen (15) minutes later. He was identified as being 19 years of age. He did not gamble or consume alcohol while in the casino.

Intoxicated patrons evicted: 5

On 8/4/13, a male patron reached into the pit area and grabbed a dealer on the cheek and ear. The subject was identified as being intoxicated and was evicted from the casino.

On 8/10/13, a female patron at Pit 5 was identified as being too intoxicated to be on the floor and was evicted. She left the property in a cab.

On 8/24/13, an intoxicated male subject was evicted from the casino for verbally and physically resisting when security asked him to leave.

On 8/25/13, an intoxicated male, who had been evicted and left in a taxi, returned to the casino and was denied access. He became disorderly and AACOPD responded. He was put into another taxi and left the property.

On 8/31/13, two (2) male subjects who wished to be enrolled in the Voluntary Exclusion Program were brought to the MLGCA office by security. Once inside, it was discovered that the subjects were both intoxicated and they were advised that due to their intoxication, they could not be enrolled that evening. Both subjects became extremely disorderly and were removed from the office, then evicted from the casino.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 3

On 8/14/13, AACOPD responded to the parking garage for an altercation between a male subject and a female. Investigation revealed the male knocked the female down, and she removed her shoe and struck him in the face several times. Both subjects were evicted from the property.

On 8/17/13 security responded to the R Bar in reference to an altercation between two (2) females. One female struck the other in the face at which time they began pulling each other's hair. Both were detained and subsequently evicted from the property.

On 8/28/13, an AACOPD officer who was working in the casino observed a physical altercation between two (2) male subjects. The fight was on the floor near the north entrance restrooms. The subject who was identified as the aggressor was arrested by the officer. The other subject was evicted from the casino.

Theft/Robbery: 7

On 8/4/13, a female reported that she had left the VLT she was playing and when she returned, her purse was missing. A review by surveillance revealed that another female had taken the purse and was still on the floor. The suspect was confronted by security and the purse was retrieved. The suspect was evicted from the casino.

On 8/4/13, a female patron advised that an identification card had been stolen from her vehicle while it was parked on the 6<sup>th</sup> floor of the parking garage. AACOPD responded and took a report.

On 8/7/13, a male subject passed \$4,900.00 worth of counterfeit \$100 bills while playing blackjack and craps over an extended period of time. When examined closely, the bills appeared to be \$1.00 bills that had been washed out with \$100.00 likenesses printed over them. When a bill marker was used, they passed due to being legitimate currency paper. When the bills were discovered in during the count, surveillance began a review and identified two (2) possible suspects. PPD responded and began an investigation. Notification was given to all area casinos as to a description of the suspects and the nature of the incident. The suspect who passed the bills was located later that day after he entered Maryland Live Casino and was observed by surveillance. AACOPD responded and the suspect was detained. PPD, as well as a member of the Secret Service, responded to Maryland Live and the suspect was arrested and charged with theft. A female who was driving the vehicle used by the suspect was located in the vehicle trying to leave Maryland Live and was detained. A search of the vehicle was conducted by AACOPD and approximately ¼ pound of marijuana was discovered in the vehicle. She was subsequently arrested on drug charges (Also included in Hollywood Casino monthly report).

On 8/9/13, a contractor advised security that approximately twenty (20) pounds of copper had been taken from his toolbox which was located in a stairwell. Surveillance is assisting security in conducting an investigation.

On 8/12/13, a patron dropped \$200.00 in Pit 4. A male subject picked up the money and made no effort to return it. He was located on the floor and was evicted.

On 8/18/13, a male subject removed several chips totaling \$250.00 from a black jack table that belonged to another patron. Upon being confronted by security, the subject repaid the money to the victim and was evicted from the property.

On 8/20/13, a male subject was identified as taking a voucher valued at \$74.70 from a VLT that he had not been playing. When confronted, the subject returned the voucher and was then evicted from the casino.

Drugs: 2

On 8/18/13, security located a male subject in side of a vehicle in the garage smoking suspected marijuana. AACOPD responded and after speaking with the subject the officer recovered an amount of suspected marijuana along with paraphernalia. The subject was issued a criminal citation and was evicted from the property.

On 8/29/13, while cleaning in the "green room" which is used to house the bands and other acts that perform at Rams Head, a member of housekeeping discovered a white powder type substance spread out in three (3) lines on the counter in the makeup room. The substance was disposed of by security. There are no suspects.

Police response: 13

On 8/4/13, AACOPD responded in reference to a reported theft (Detailed further in report).

On 8/14/13, AACOPD investigated a property damage traffic accident in the parking garage.

On 8/14/13, AACOPD responded to the parking garage for an altercation (Detailed further in report).

On 8/18/13, AACOPD responded in reference to a reported assault and theft of a vehicle. After investigation it was determined that the facts were not as the patron had reported and no report was filed.

On 8/18/13, AACOPD responded to the garage in reference to a drug violation (Detailed further in report).

On 8/20/13, AACOPD responded to assist security in evicting a subject who was observed smoking at a black jack table. The subject refused to stop smoking and also refused to leave the casino. He was escorted out and given a seven (7) day eviction.

On 8/21/13, AACOPD responded to assist with evicting a male patron who was acting disorderly due to his belief that he should have received a larger amount on his voucher when he cashed out from a VLT he had been playing. As he was being escorted out, he continued to resist and was eventually placed under arrest for disorderly conduct.

On 8/25/13, AACOPD responded to the parking garage for a reported altercation however it was determined there was no issue.

On 8/25/13, AACOPD responded for an intoxicated male subject (Detailed further in report).

On 8/26/13, AACOPD responded in reference to a report of a possible assault. Upon investigation it was determined that no assault occurred.



On 8/28/13, AACOPD observed an altercation in progress on the floor (Detailed further in report).

On 8/31/13, AACOPD responded in reference to a disorderly female who was accosting other patrons. The subject was evicted from the casino.

On 8/31/13, AACOPD responded in reference to a counterfeit \$100.00 bill.

#### Facility issues: 2

On 8/14/13, a water line broke in IDF closet 3 and spilled a large amount of water into the room as well as on the state central server. The server was covered in plastic and an inspection by GTECH determined that no damage had been done to the server. Numerous banks of VLTs were taken out of service during the incident and subsequent repairs.

On 8/22/13, the employee badge reader on the doors that lead from the floor to BOH malfunctioned. Security was posted at the doors until the vendor could respond and repair the reader.

#### Miscellaneous: 3

On 8/2/13, a female reported to security that on 8/1/13, she had three (3) martinis in one hour while playing blackjack. When she awoke in her hotel room, she was missing \$5,000 and believed she had been drugged at the casino. An investigation into the complaint revealed that the female had initially won approximately \$10,000. She went to the smoking lounge and then returned and started gambling and drinking, during which time she was tipping heavily with one tip amounting to \$3,000. An executive host arranged for transportation for the female back to her hotel and the host rode with her to ensure she arrived safely. The subject was placed into a wheelchair at the lobby and taken to her room. She was placed on the bed and all of her belongings were secured in her room with her.

On 8/13/13, casino security received a phone notification from the Problem Gamblers Hotline advising that they had a subject on the phone making suicidal threats. The caller stated that he was on the 5<sup>th</sup> floor of the parking garage. Security responded to the area and located the subject. He was detained pending the arrival of AACOPD. The subject was taken into custody and the officer committed the subject on an Emergency Petition.

On 8/15/13, the doors to the mantrap/count room malfunctioned and would not lock. Security posted a guard in the mantrap until the vendor could respond and make repairs.

## **Rocky Gap Casino**

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 8/3/13 a male patron who had been cut off from purchasing any additional alcohol became disorderly with casino staff and was evicted from the property.

On 8/30/13, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted for the evening.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 2

On 8/3/13, two (2) male subjects became involved in a physical altercation near the roulette wheel. Upon security's arrival, the subjects were separated and in different locations. They were there together and had become involved in an argument which then led to a fight however they advised they had resolved the problem. Both subjects left the casino together.

On 8/19/13, a male patron asked another male patron to not use profane language in front of his wife. The male using the language challenged the first male to a fight at which time security became involved. The male then challenged the security guard to a fight. The male eventually left the property of his own accord. MSP responded and spoke with the male victim and his wife. No report was filed and the situation was abated.

Theft/Robbery: 5

On 8/1/13, a male patron advised security that he had walked away from a VLT without taking his voucher valued at approximately \$75.00. A review by surveillance revealed that a female had taken the voucher and redeemed it at a kiosk. When approached by security she initially returned \$10.00 and stated that was all there was. When the kiosk was checked, it showed a payout of \$75.39. She offered another \$20.00 at which time the gaming manager advised security if that was all she had, to just return that amount to the victim.

On 8/26/13, a male subject took a voucher from a VLT that someone else had left in the machine. The voucher was valued at \$24.07. When confronted, the subject admitted to taking the voucher however he advised he had already spent the money and could not pay it back. The subject was allowed to call his wife to bring the money for him to pay back to the victim.

On 8/27/13, a male subject was found to be taking vouchers from VLTs when patrons left their machines for various reasons. He was found to have taken over \$180.00 worth of vouchers and had never played a machine. He left the property without cashing out the vouchers. MSP was

notified and responded however due to the casino's belief that the subject will return to cash out the vouchers no action will be taken at this time.

On 8/27/13 a male patron was playing a VLT when his wife called him over to her machine. When he returned to his machine, he discovered another male subject cashing out his voucher. The victim confronted the subject who denied taking the money. Security was notified and the subject was identified as staying at the hotel. When contacted at his room, he admitted to taking the money, apologized, and returned the money to the victim.

On 8/28/13, a female patron advised security that someone had cashed out the credits she had on the VLT she was playing. A review by surveillance revealed that a male subject had cashed out a voucher valued at \$50.05 and then departed the casino.

Drugs: 0

Police response: 5

On 8/9/13, a male patron at the casino who was also staying in the hotel advised security that he had a handgun in his room. Security advised him to remove it from the property. MSP responded and could not locate a gun either in his room or on his motorcycle. A review by surveillance revealed that the subject met someone driving a red truck and it is assumed that person took the gun off of the property. The subject did possess a handgun permit from Pennsylvania.

On 8/19/13, MSP responded in reference to a counterfeit \$20.00 bill.

On 8/18/13, MSP responded in reference to an altercation (Detailed further in report).

On 8/27/13, MSP responded in reference to a theft of vouchers (Detailed further in report).

On 8/30/13, MSP responded in reference to a counterfeit \$10.00 bill.

Facility issues: 2

On 8/9/13, power was lost at the casino for approximately two (2) hours. There was no disruption to any casino functions.

On 8/28/13, there was a water leak from the ceiling of the casino which ran down onto the gaming floor. The source of the leak was located and repaired. No damage to any VLTs or table games was reported.

Miscellaneous: 0

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John Dennison  
Casino Compliance Manager