



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

Hollywood Casino at Perryville

Underage on casino floor: 0

Intoxicated patrons evicted: 4

On 11/2/13, a male patron who was identified as being too intoxicated to remain on the gaming floor became verbally abusive to security and casino staff when he was asked to leave. PPD responded and the subject was escorted outside and a cab was called for him. He continued to be abusive while waiting for the cab and was subsequently arrested for disorderly conduct.

On 11/14/13, a female patron was identified as being too intoxicated to remain on the gaming floor and was escorted from the casino. She departed the property in a taxi cab.

On 11/21/13, a male patron was identified as being too intoxicated to remain on the gaming floor. He was asked to leave and was escorted out and driven from the property by a friend who was with him.

On 11/30/13, an intoxicated female was located in the BOH hallway by security. She was escorted out to the main entrance and was driven off of the property by her husband.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 0

Drugs: 0

Police response: 5

On 11/2/13, PPD responded in reference to a counterfeit \$100.00 bill.

On 11/4/13, PPD responded in reference to a 911 call made by a patron. The officer spoke with the patron outside of the building, and then departed the property without making contact with casino staff. It is unknown as to the reason for the call or response.

On 11/6/13, members of the Pennsylvania State Police responded to the casino in reference to obtaining information on a patron who is suspected of passing rare US currency that was obtained through a burglary in their jurisdiction. Information on the suspect was obtained.

On 11/16/13, a male subject was turned away from the casino entrance for not having proper identification. Surveillance observed him return to his vehicle and retrieve a black in color object. PPD, MSP and MDTA responded in the event that the subject had a weapon. No weapon was located however the subject did have outstanding arrest warrants and he was taken into custody.

On 11/19/13, PPD responded in reference to a counterfeit \$20.00 bill.

Facility issues: 1

On 11/23/13, slot ACSC failed and would not read the slot cards for the drop team. The failure was found to be due to a system upgrade on 11/22/13. The system was corrected and after a short delay, the drop was continued.

Miscellaneous: 0

Casino at Ocean Downs

Underage on casino floor: 0

Intoxicated patrons evicted: 4

On 11/3/13, a male patron was evicted due to his level of intoxication after spilling his drink on a VLT and causing damage to the printer.

On 11/8/13, MLGCA CCRs, along with a slots supervisor, responded to the electronic blackjack table in reference to a complaint from three (3) male patrons about the machine malfunctioning. A slots technician checked the machine and found no issues with it. A review by surveillance revealed that the subjects were not playing the machine correctly. When all of this was explained to them, they became increasingly disorderly with MLGCA staff, at which time they were cut off from any further purchases of alcohol due to their apparent intoxicated state. They were then escorted from the building.

On 11/19/13, two (2) females were entering the casino at which time one of them was stopped by security for being visibly intoxicated. When confronted and advised she could not enter, she became extremely upset and belligerent. MSP was notified and upon their arrival she continued to be disorderly however she did eventually exit the property with the other female driving.

On 11/24/13, security noticed a male subject passed out on the blackjack table. After waking the subject, it was determined that he was intoxicated and he was advised he would have to leave the casino. Two (2) other male subjects who were with him became involved and became disorderly. All of the subjects were evicted.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 5

On 11/3/13, a female patron reported to security that her wallet was missing. A review by surveillance revealed that she had dropped it and that a male subject picked it up and departed the casino. A short time later, the male returned to the casino, approached security and advised them that he thought it was his girlfriend's wallet and that was why he picked it up. When he found out it wasn't, he decided to return it. When it was returned, there was \$200.00 missing. Law enforcement was not notified.

On 11/6/13, a male subject reported to security that he had dropped \$520.00 on the floor and another male subject picked it up and handed it back to him. When he counted the money he found that some was missing. The other subject had already left the casino however he was identified. The victim declined to have the incident investigated and left the casino.

On 11/12/13, a male subject departed the casino without paying a bar tab of \$18.50. He was identified and the casino will make efforts to collect payment.

On 11/15/13, a female patron reported to security that her voucher had been taken from the VLT she was playing. A review by surveillance revealed that the patron had left the machine without taking her voucher. Another female subject removed the voucher and cashed it out at a redemption kiosk. The female subject then entered a vehicle and departed. She was identified through her player's club card and was later contacted. She returned the money from the voucher she had taken and the money was returned to the victim.

On 11/22/13, a female patron reported to security that a voucher worth \$81.00 had been removed from the VLT that she was playing. A review by surveillance identified a suspect and he was confronted by security. The suspect reimbursed the amount to the victim.

Drugs: 0

Police response: 7

On 11/3/13, MSP responded in reference to trying to locate a suspect from a crime at a different location whose phone was pinging in that area.

On 11/6/13, MSP responded in reference to a dog locked in a vehicle. The owner was located and was issued a citation.

On 11/6/13, MSP responded in reference to the Security Director reporting a telephone scam that person(s) unknown were trying to perpetrate on the casino.

On 11/11/13, WCSO responded to the parking lot in reference to a minor property damage motor vehicle accident.

On 11/12/13, WCSO responded to the casino and conducted a walk through patrol check.

On 11/19/13, MSP responded in reference to an intoxicated female (Detailed further in report).

On 11/27/13, MSP responded in reference to assisting with the removal of a disorderly male subject.

Facility issues: 1

On 11/24/13, a power surge occurred causing four (4) VLTs to go out of service. After RAM clears were performed, all machines were operational.

Miscellaneous: 0

Maryland Live Casino

Underage on casino floor: 3

On 11/11/13, an underage male was allowed to enter the casino after having his identification checked at the north entrance. He walked through numerous gaming areas and then returned to the entrance looking for his friends at which time he was questioned by a security supervisor. When it was discovered that he was underage, he was evicted. The subject was on the gaming floor for approximately twenty (20) minutes however a review by surveillance determined that he did not gamble or consume any alcohol while on the floor.

On 11/18/13, a male subject approached the cage for a cash advance. At that time it was discovered that the subject was underage. Security responded to the cage and verified that the subject was underage. The subject was evicted from the casino. A review by surveillance revealed that the subject entered through the north entrance and his identification was checked by a security guard. Once on the floor, the subject played several games of blackjack at table BJ53, and he was served two (2) unknown drinks from a cocktail server while playing. He also sat at the R Bar and ate some food and drank a bottle of water. The subject was inside of the casino for at approximately four (4) hours. A further review of the incident by surveillance revealed that the underage subject appears to have purchased a fraudulent identification from another subject prior to entering the casino.

On 11/23/13, an underage female was located on the gaming floor. A review by surveillance revealed that she had entered through the east entrance and had presented her identification to two (2) security guards. The underage female did not gamble or consume alcohol while on the floor.

Intoxicated patrons evicted: 5

On 11/6/13, a male patron who was apparently intoxicated became disorderly in the High Limits table area. The subject was combative with casino personnel and AACOPD responded to assist security. The subject was evicted.

On 11/10/13, an intoxicated male patron was evicted and sent home in a cab. He later returned and attempted to re-enter the casino. AACOPD responded and assisted security with evicting him a second time. The subject walked away and returned a third time and was subsequently arrested.

On 11/23/13, a male subject was evicted for intoxication and harassment of a female slot attendant.

On 11/24/13, a male subject who had been evicted from the casino for intoxication made several additional attempts to re-enter the casino. He was issued an eviction notice and eventually departed the casino.

On 11/26/13, an intoxicated male subject had to be removed from the casino by AACOPD after refusing two requests by security for him to leave.

Children unattended in vehicles: 0

Excluded persons in casino: 2

On 11/13/13, a female subject who is enrolled in the VEP program was located at the cash cage trying to obtain a cash advance. She was detained by security until AACOPD arrived. The female was issued a criminal citation for trespassing.

On 11/22/13, a male subject who is enrolled in the VEP program was located on the floor. AACOPD responded and the subject was issued a citation for trespassing and was removed from the casino. This is the second VEP violation for this subject.

Physical altercations: 6

On 11/4/13, a female security guard responded to the women's room in reference to a report of three (3) females who had been in the same stall for thirty (30) minutes. When she knocked on the stall, the subjects exited and attacked the guard with one swinging her fist at the guard several times. Other security personnel arrived to assist along with AACOPD. The subjects were identified and then evicted.

On 11/8/13, casino staff responded to a panic alarm at Pit 4 in reference to two (2) males and one (1) female involved in a physical altercation. The subjects then became combative with security when they tried to intercede. One of the male subjects was detained and was found to be in possession of a knife. The subjects were evicted from the casino.

On 11/10/13, security responded to the main cage in reference to two (2) male subjects engaged in a physical altercation. The incident stemmed from one of the subjects taking several chips from the other earlier in the evening. AACOPD responded and the subjects were evicted from the casino.

On 11/13/13, two (2) females became involved in a physical altercation inside of one of the guest elevators. The altercation stemmed from an earlier argument near the main cage. Both subjects were evicted.

On 11/26/13, two (2) male subjects became involved in a physical altercation. They were separated by security and there were no further incidents.

On 11/27/13, security along with AACOPD responded to Pit 4 in reference to an assault. A male subject had become upset with another male subject and lunged at him and started choking him. The aggressor was escorted to the cage and cashed out at which time he was evicted. The victim did not wish to pursue criminal charges.

Theft/Robbery: 8

On 11/4/13, a male patron reported to security that when he left a blackjack table to go to the smoking area he noticed that his wallet was missing. A review by surveillance revealed that another male subject had taken the wallet and had attempted to use several debit cards from the wallet prior to leaving the casino. No suspect information was obtained.

On 11/6/13, a male patron reported to security that someone had removed approximately \$10,000.00 from his jacket. A review by surveillance did not reveal any information that would lead to a suspect.

On 11/7/13, a housekeeping employee reported that someone had taken tip money and vouchers from the tip jar in the women's restroom. A female subject was identified and confronted however she denied any involvement. The employee could not identify the subject as being the one who took the tips.

On 11/17/13, a male subject who was identified as having taken approximately \$1,000.00 from a table that he was playing at the prior day (11/16) was located on the floor and detained. The subject refused to provide identification or pay back the money he had taken. AACOPD responded and a search of his person did not reveal any money. The subject was evicted from the casino.

On 11/18/13, a male patron reported to security that he was having trouble printing out a voucher and went to look for assistance. When he returned he discovered that his credits had been cashed out. A review by surveillance identified a suspect who was still on the floor. He was confronted by security and was evicted from the property.

On 11/18/13, a female patron reported that her wallet had been stolen while playing VLTs. A review by surveillance revealed that the female had dropped her wallet while playing at 08-36-04 and a male subject playing in the area picked it up, removed the money and placed the wallet in the trash. The suspect was located on the floor and when confronted by security handed them \$30.00 that he said was taken from the wallet. He then led them over to the trash can he had placed it in. There was no identification in the wallet and the victim had already left the casino without providing her identification or contact information. The wallet and money were turned over to the main bank for safekeeping. The suspect was evicted from the casino.

On 11/24/13, a male patron reported to security that someone had taken his voucher valued at \$70.68. The voucher was cashed out however a suspect could not be identified.

On 11/27/13, AACOPD arrested two (2) subjects at the casino who had outstanding warrants for robbery.

Drugs: 2

On 11/3/13, surveillance observed what appeared to be person(s) smoking marijuana on the 7th floor of the parking garage. One of the subjects was identified as a chef from the casino. The employee was requested to submit to a drug screening which she refused. She was then told to turn in her casino ID along with her gaming license. She refused, at which time AACOPD advised her that refusal to turn over the items would constitute theft. She continued to refuse and was arrested for theft. No drugs were found in her possession at the time of her arrest.

On 11/22/13, surveillance noticed three (3) male subjects smoking marijuana in vehicle in the parking garage. AACOPD responded and one (1) of the subjects claimed ownership of the marijuana and was arrested. The others were banned from the casino.

Police response: 16

On 11/3/13, AACOPD responded in reference to a suspected drug violation (Detailed further in report).

On 11/4/13, AACOPD responded in reference to an assault on a security guard (Detailed further in report).

On 11/6/13, AACOPD responded in reference to an intoxicated patron (Detailed further in report).

On 11/10/13, AACOPD responded in reference to an intoxicated subject who was subsequently arrested (Detailed further in report).

On 11/10/13, AACOPD responded in reference to an altercation between two (2) male subjects (Detailed further in report).

On 11/11/13, AACOPD responded to assist security with a male patron who was found sleeping in the poker room. The subject had been awakened and warned about sleeping several times by security and when advised he had to leave, he became disorderly. The subject was evicted from the casino.

On 11/13/13, AACOPD responded in reference to a VEP violation (Detailed further in report).

On 11/13/13, AACOPD responded in reference to a complaint from a female casino employee about being assaulted at her residence by her boyfriend prior to coming into work. She also advised that he was in the casino looking for her. The subject was located and questioned by the officer and subsequently evicted. The female employee was taken to a social services office to receive assistance with emergency shelter.

On 11/17/13, AACOPD responded in reference to a theft (Detailed further in report).

On 11/21/12, an anonymous bomb threat against the casino was received by the AACO 911 Center. AACOPD as well as Fire and EMS crews responded. A search was

conducted of the casino by law enforcement and security personnel however the casino was not evacuated and there was no interruption of gaming. After approximately 1 ½ hour, it was determined there was no threat and emergency crews departed the area.

On 11/21/13, AACOPD responded in reference to a subject who had been previously banned from the casino being located on the floor near the Rams Head. The subject had been banned earlier in the day for threatening casino employees. The subject was arrested for trespassing and removed from the property.

On 11/22/13, AACOPD responded for a drug violation (Detailed further in report).

On 11/22/13, AACOPD responded in reference to a VEP violation (Detailed further in report).

On 11/24/13, AACOPD responded to the parking garage in reference to a report of suspicious activity. No suspicious activity was observed.

On 11/25/12, an anonymous bomb threat against the casino was received by the AACO 911 Center. AACOPD as well as Fire and EMS crews responded. A search was conducted of the casino by law enforcement and security personnel however the casino was not evacuated and there was no interruption of gaming.

On 11/26/13, AACOPD assisted security with the eviction of an intoxicated subject (Detailed further in report).

On 11/27/13, AACOPD arrested two (2) subjects in the casino who had outstanding warrants for robbery (Detailed further in report).

Facility issues: 1

On 11/24/13, a power outage occurred causing all table games play to be suspended until the power was restored. The lights were off for approximately forty five (45) minutes.

Miscellaneous: 1

On 11/24/13, a male subject was playing a VLT at which time the belly door fell and struck him on the leg. He reported that he was injured but could not be transported for medical attention because he was responsible for taking some other family members home. He advised he would seek treatment later.

Rocky Gap Casino

Underage on casino floor: 0

Intoxicated patrons evicted: 3

On 11/11/13, two (2) male patrons who were guests at the hotel were evicted from the gaming floor due to their state of intoxication. They were advised they could return after they sobered up.

On 11/12/13, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted and due to her condition, was escorted to her hotel room by security.

On 11/12/13, a male patron became disorderly and threatening to a bartender. Security responded and identified the subject as being intoxicated and requested he leave the gaming floor and retire to his hotel room. The subject continued to be disruptive and MSP was notified. Prior to the trooper's arrival, the subject did leave the floor but then returned and continued to act in a disorderly manner. The subject became belligerent toward the troopers at which time he was placed under arrest.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 6

On 11/12/13, a male patron walked away from a VLT without retrieving his voucher. A female subject then walked over and removed the voucher from the machine and walked away. The female was located on the floor and when confronted by security, she returned the voucher. No action was taken against the female.

On 11/13/13, a female patron reported to security that her purse had been stolen from her vehicle. The purse and its contents were valued at over \$1,000.00. There was also prescription medication in the purse. A review by surveillance identified a suspect and MSP was notified. After conducting an investigation, an arrest was made of the suspect.

On 11/17/13, a male patron reported to security that someone had removed his voucher from the VLT that he had been playing. A review by surveillance revealed that the patron pushed the button to cash out but failed to retrieve his voucher. Another male seated next to him took the voucher and cashed it out at a redemption kiosk. The subject then departed the casino. A tag number was obtained from the vehicle and MSP was notified. MSP will be investigating the theft.

On 11/19/13, a female patron reported to security that after redeeming her voucher at a kiosk, that she dropped \$100.00 and did not realize it for a few minutes. When she

returned, the money was missing. A review by surveillance revealed that another female picked the money up after it was dropped and walked over to play a VLT. When confronted by security, the female suspect eventually admitted to taking the money and she then split it up with another female. She did pay the \$100.00 back and was evicted from the casino.

On 11/21/13, a male and female were identified as cashing in numerous vouchers totaling approximately \$180.00. A review by surveillance revealed that the subjects had been working the gaming floor cashing out credits left on machines. A review by surveillance was able to determine a vehicle description and license plate number. MSP was notified and responded to look into the incident.

On 11/23/13, a husband and wife reported that someone had taken a voucher valued at \$604.50 from a VLT they had been playing. A review by surveillance revealed that a male subject along with a female subject took the voucher and cashed it out, then departed the casino. The subjects who took the voucher were identified through player services along with their vehicle information. They were contacted and agreed to return the money. The victims were satisfied and did not wish to pursue criminal charges.

Drugs: 1

On 11/23/13, security located a hand rolled cigarette containing what was believed to be marijuana. The substance was disposed of by flushing it down a toilet.

Police response: 5

On 11/12/13, MSP responded in reference to a disorderly subject who was subsequently arrested (Detailed further in report).

On 11/13/13, MSP responded in reference to a theft from a vehicle (Detailed further in report).

On 11/17/13, MSP responded in reference to a theft of a voucher (Detailed further in report).

On 11/21/13, MSP responded in reference to a theft of vouchers (Detailed further in report).

On 11/21/13, MSP responded in reference to a counterfeit \$100.00 bill.

Facility issues: 3

On 11/11/13, a fire alarm was activated on the 6th floor of the hotel. Fire equipment responded to the resort however it was determined that the alarm had been accidentally triggered by maintenance personnel. There was no disruption to the gaming floor.

On 11/24/13, the lights over the table games went dim, but not completely out. Surveillance reported there was no loss of coverage. A faulty breaker was determined to be the problem.

On 11/26/13, a brief power outage occurred on the gaming floor. Several games automatically started to reboot. A check with GTECH confirmed that communication with the machines had not been interrupted.

Miscellaneous: 1

On 11/27/13, MLGCA was advised that a non-gaming employee at the casino had been arrested on felony drug charges. The incident that led to the arrest was not related to the casino and the subject was not working at the time of the arrest. The information was verified and she is currently awaiting a court date.

John Dennison
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