



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

Hollywood Casino at Perryville

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 9/1/13, a male subject was identified as being too intoxicated to be on the gaming floor and was evicted from the casino.

On 9/14/13, a security guard observed a female fall while exiting the women's restroom. It was at first believed to be a medical incident, but it was discovered that she fell due to being intoxicated. She and her husband, who was also too intoxicated to drive, were evicted. Security waited outside with them until his sister could respond to drive them home.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 0

Drugs: 0

Police response: 6

On 9/1/13, PPD responded in reference to seven (7) \$100.00 bills that were discovered during the count.

On 9/11/13, PPD responded in reference to a counterfeit \$100.00 bill.

On 9/12/13, MSP responded in reference to a report of a minor property damage motor vehicle accident.

On 9/22/13, PPD responded in reference to a 911 call placed by a female patron. She advised the officer that her boyfriend had assaulted her. Investigation revealed that the male subject took something from her hand and said something to her she did not care for. The issue was settled between the parties and both of them departed the casino together.

On 9/24/13, PPD responded in reference to a counterfeit \$100.00 bill.

On 9/25/13, PPD responded in reference to a counterfeit \$100.00 bill.

Facility issues: 0

Miscellaneous: 0

Casino at Ocean Downs

Underage on casino floor: 1

On 9/22/13, two underage females were identified at the main entrance and were turned away from entering the casino. After a shift change, the security guard who had turned them away noticed them on the gaming floor playing VLTs. He then notified his supervisor and the females were removed from the floor, identified, and evicted from the casino. A review by surveillance revealed that after being turned away at the main entrance, they went to the rear of the casino and entered through the rear entrance while the security guard was talking with another patron. The underage females did gamble while in the casino however they did not consume any alcohol.

Intoxicated patrons evicted: 1

On 9/9/13, a male patron was evicted for being too intoxicated to remain in the casino.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 4

On 9/6/13, a female patron reported to security that she forgot to cash out her voucher when she left the VLT she was playing. A review by surveillance revealed that another female walked up behind her and cashed out the voucher valued at \$275.10. A check of the cashier's cage revealed that the voucher had not been redeemed. The victim was hand paid the money and the voucher was cancelled. No identification on the female suspect was available.

On 9/7/13, a female patron reported to security that she had lost her voucher valued at \$196.76. A review by surveillance revealed that the female walked into the women's restroom with the voucher in her hand however it was not visible when she exited. A check of the cashier's cage revealed that the voucher had been redeemed. A possible female suspect was questioned but denied any knowledge of the incident.

On 9/15/13, a female reported that she was missing a voucher. A review by surveillance revealed that the female walked away from a VLT without taking her voucher. A male subject then walked up to the machine and took the voucher valued at \$36.00. The suspect was identified but had left the casino. His account has been flagged in event that he returns to the casino.

On 9/21/13, a female patron advised security that she had gotten up from the VLT she was playing and forgot to take her voucher. When she returned, the voucher was missing. A review by surveillance revealed that a male subject had removed the voucher. He was located on the floor and when approached by security, he surrendered the voucher to them.

Drugs: 0

Police response: 0

Facility issues: 0

Miscellaneous: 0

Maryland Live Casino

Underage on casino floor: 1

On 9/10/13, an underage subject who is an employee of a contractor hired for a private event at Rams Head was observed by surveillance to be walking in and out of the casino helping to carry boxes. The subject was escorted by security. After the event had been set up, the underage employee apparently left, changed clothes to work the event, and returned to the east entrance. The underage subject was denied entry by security. A short time later, surveillance observed the subject being let in through the Cheesecake Factory entrance by two (2) other contract employees. Surveillance contacted security who located the subject at Rams Head. The subject was escorted from the casino. The underage subject did not gamble or consume alcohol while on the floor.

Firearms violation: 1

On 9/21/13, security responded to Phillip's Restaurant in reference to an unresponsive female. EMS was notified due to her condition. While checking her belongings for identification, a fully loaded handgun magazine containing .380 ammunition was recovered, along with a player's card for a male subject. The male subject was located in the High Limits area. When approached by security and AACOPD, the male denied having a firearm however during a search of his person by the officer, a handgun was located in his pants pocket. The male subject was arrested for a concealed weapon violation, and both subjects were issued evictions.

Intoxicated patrons evicted: 3

On 9/15/13, a male subject who appeared to be intoxicated and confused, became aggressive with a slot attendant and security. The subject was detained by security and AACOPD responded. The subject was subsequently evicted from the casino.

On 9/23/13, security responded to the High Limit Tables smoking area in reference to a male subject urinating on the patio. When approached, the subject appeared to be very intoxicated and was evicted from the casino.

On 9/29/13, a male patron was identified as being intoxicated and was asked to leave the property. AACOPD responded to assist with evicting him from the casino.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 2

On 9/25/13, a female subject approached a male patron in Pit 7 and began striking him with her shoe. The female then fell to the floor and began rolling around. She was detained by security. AACOPD responded and EMS was called. Investigation revealed that the male patron was her husband, and she was upset with him because he had taken the family's money and was gambling with it. After striking him, she apparently had some type of anxiety or panic attack. She refused treatment and left the property.

On 9/30/13, a male subject entered the casino and approached a female patron who was with a male patron. The first male struck the female, and was then removed from the casino by security. A short time later, the female went outside and approached the male who had assaulted her. A struggle ensued, and security intervened and detained the male subject. AACOPD responded and the male subject was arrested for assault.

Theft/Robbery: 7

On 9/2/13, a female patron reported to security that she had lost her wallet. A review by surveillance revealed that another female had picked the wallet up off of the floor and walked into the women's restroom with it. The suspect was located on the floor and was found to still have the wallet in her possession. AACOPD responded and the wallet, along with two (2) credit cards and \$150.00 cash were returned to the victim. The victim advised she was satisfied and did not wish to pursue any formal charges.

On 9/4/13 a male patron reported to security that he was playing a VLT, and when he turned his head to look at another VLT he was playing, a male subject took his cash voucher from the first machine. The subject was identified and evicted from the casino.

On 9/12/13, a male patron advised that someone had taken \$100.00 worth of his gaming chips. A review by surveillance revealed that the victim had left \$320.00 worth of chips on the table and walked away for a brief time. Another male subject appeared to have reached over and taken some of the chips. This subject then exited the casino. No identification of the suspect was available.

On 9/16/13, a male subject reported to security that he had \$900.00 credit on a VLT and that he stepped away for a minute to play another machine. When he returned, his credits were gone. A review by surveillance revealed that another male subject had cashed out the voucher and taken it to a redemption machine where he cashed it out. The subject then departed the casino. No identification of the suspect was available.

On 9/16/13, a male patron reported to security that someone had taken \$150.00 worth of his chips from a blackjack table. A review by surveillance identified a suspect and he was located on the floor. AACOPD responded to the incident and the suspect was evicted.

On 9/16/13, a male patron who was awaiting payout on a \$25,000.00 jackpot reported that someone cashed out another machine he had been playing that had \$300.00 credit on it. The subject did not wish to wait for the casino to investigate the theft and took his jackpot payout and left.

On 9/20/13, a male subject grabbed a handful of chips from another patron in the poker room and began running towards an exit. Security was able to locate the subject and detained him. The subject was taken to a holding area where all of the chips taken were accounted for. AACOPD responded and the subject was identified as also having taken \$300.00 worth of chips from another patron earlier in the day. The subject was evicted and removed from the property by the officer.

Drugs: 1

On 9/29/13, an unknown patron contacted security and gave them a bag of suspected marijuana that was located on the casino floor. Security disposed of the substance by flushing it down the toilet. No suspect information was available.

Police response: 13

On 9/2/13, AACOPD responded in reference to a theft of a wallet (Detailed further in report).

On 9/8/13, AACOPD responded in reference to assisting security with a disorderly male subject who refused to cooperate or leave the casino. The subject was eventually removed from the casino along with two (2) other subjects who were also evicted.

On 9/8/13, AACOPD responded in reference to an anonymous bomb threat that had been called in to the casino. No specifics such as time or location were given. Police brought in an explosive detection K9, and along with other officers and security, a search of the building was conducted. After approximately 2 ½ hours, it was determined that there was no bomb or threat to the casino and patrons. There was no evacuation of the casino.

On 9/11/13, AACOPD responded in reference to assisting security with a male subject who had been evicted earlier in the evening, returned, and refused to leave. The subject was removed from the property by the officer.

On 9/15/13, AACOPD responded to assist with an intoxicated male subject (Detailed further in report).

On 9/15/13, AACOPD received a phone call advising of several males on the third floor of the parking garage with a shotgun attempting to abduct someone. Several officers responded and outgoing vehicles were checked however no activity matching the description was located. A trace of the call revealed that it came from a prepaid phone and the location that the call was made from was the mall across the street. It was determined that the call was a hoax.

On 9/16/13, AACOPD responded to assist security with a theft (Detailed further in report).

On 9/20/13, AACOPD responded in reference to a theft of chips (Detailed further in report).

On 9/21/13, AACOPD responded in reference to a firearms violation (Detailed further in report).

On 9/25/13, AACOPD responded in reference to a female assaulting a male patron (Detailed further in report).

On 9/29/13, AACOPD responded to assist with the eviction of an intoxicated male patron.

On 9/29/13, MSP responded to the casino while conducting an investigation into a crime that occurred off of casino property.

On 9/30/13, AACOPD responded in reference to an assault which led to an arrest (Detailed further in report).

Facility issues: 0

Miscellaneous: 0

Rocky Gap Casino

Underage on casino floor: 0

Intoxicated patrons evicted: 4

On 9/2/13, an intoxicated male patron became disorderly on the gaming floor and was evicted by security for the rest of the evening. The subject was a hotel guest and returned to his room.

On 9/8/13, a male patron was identified as being too intoxicated to remain in the casino. He was evicted and a taxi was called to take him home.

On 9/12/13, a male and a female patron were observed entering the women's restroom together. When approached, they became argumentative and began to leave the casino. Due to their apparent level of intoxication, security offered them some food and also offered to call them a cab. They refused, went to their vehicle, and departed the casino. MSP was alerted and given a description of the vehicle however they could not locate the subjects.

On 9/15/13, after several complaints from other patrons, three (3) members of a wedding party staying at the hotel were approached by security due to loud and obscene actions and language. They were evicted until they sobered up.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 4

On 9/2/13, a male patron reported to security that he had cashed out his voucher but did not remove it from the VLT. He was distracted for a moment by his wife at another VLT, and when he turned back to the VLT, the voucher was missing. A review by security revealed that another male subject had removed the voucher and gone directly to a redemption machine to cash it out. When approached by security, the suspect admitted to taking the voucher and returned the \$35.56 he had received for it.

On 9/5/13, a female patron advised that someone had removed a voucher from a VLT she was playing. A review by surveillance revealed that another male had removed the voucher and that he was still on the gaming floor. The subject was approached by security, admitted he had taken the voucher, and returned the \$171.00 he had received.

On 9/11/13, a male patron reported to security that someone had cashed out \$89.56 worth of credits that he had on a VLT he had been playing. A review by surveillance revealed that the victim had walked away without cashing out his credits. A female subject then cashed out the voucher and redeemed it. She was approached by security and paid the money back.

On 9/27/13, a male patron reported to security that he left credits on a VLT and walked away. A female subject sat down and played off the \$60.00 in credits that the male had left on the machine. When confronted by security, she agreed to reimburse the male patron and paid the \$60.00 back.

Drugs: 0

Police response: 0

Facility issues: 2

On 9/23/13, the doors to the mantrap failed. While the cage door was open, the door from the casino floor to the mantrap also was opened. Numerous attempts to duplicate this failure could were not successful, and the doors functioned as they should. Casino management is looking into it and compliance will monitor the doors.

On 9/23/13, a fire alarm sounded and what appeared to be smoke was coming from the ceiling of the slot dispatch/IT room. The casino and hotel were evacuated however

upon further inspection, it was determined that the building's heat system was activated and due to all of the recent construction, a large amount of dust and debris had collected in the ventilation system. There was no smoke coming from the vents, only dust. The patrons were then allowed to re-enter the building.

Miscellaneous: 0

John Dennison
Casino Compliance Manager