



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

Hollywood Casino at Perryville

Underage on casino floor: 1

On 12/15/13, an underage male subject was turned away at both entrances when trying to enter the casino with several other male subjects. He remained in the parking lot while they were inside until one of the other subjects exited, handed something to the underage male, and then returned into the casino. The underage then went to the main entrance, showed identification, and was allowed into the casino. A short time later, he was approached by security and admitted that he was only 20 years of age. He was then escorted from the casino. A review of the subject's activities by surveillance revealed that he did gamble on two (2) VLTs while on the gaming floor. He did not consume any alcoholic beverages.

Intoxicated patrons evicted: 1

On 12/1/13, a male patron was identified as being too intoxicated to remain on the casino floor. He was advised he would have to leave for the evening to which he complied. He was driven off of the property by a friend who was with him.

Children unattended in vehicles: 0

Excluded persons in casino: 2

On 12/6/13, a male subject was identified as being enrolled in the voluntary exclusion program while cashing in chips and presenting identification. He departed the

casino with \$14,550 that he had cashed in prior to casino personnel realizing he was excluded. The casino will pursue criminal trespass charges.

On 12/6/13, a female subject hit a VLT jackpot for \$3,375 and departed the casino before cashing it in. She was located in the parking lot by the slots manager at which time she was advised of the jackpot. She advised she would be in to claim it as soon as she made a phone call. While this was occurring, it was determined that the female is enrolled in the voluntary exclusion program. She departed the property without returning for the jackpot. The casino will pursue criminal trespass charges.

Physical altercations: 1

On 12/15/13, security approached a male subject at the grill who had been harassing another patron. The subject became disorderly, struck a security guard's hand, and grabbed his phone from him. Several other security personnel became involved and the subject was restrained. PPD arrived on the scene and interviewed the subject. It was left up to the security guard if he wanted to pursue assault charges, to which he declined. The subject was removed from the property.

Theft/Robbery: 0

Employee theft: 1

On 12/1/13, notification was made to MLGCA by casino management regarding an ongoing investigation into the theft of a patron's comp points by two (2) casino employees. As the result of an investigation by casino management, both employees were terminated.

Drugs: 0

Police response: 11

On 12/1/13, PPD responded in reference to a theft of hubcaps from a patron's vehicle.

On 12/1/13, PPD responded in reference to a counterfeit \$20.00 bill.

On 12/13/15, three (3) PPD officers responded to the parking lot to check on the driver of a vehicle. No action was taken and the officers departed.

On 12/15/13, PPD responded in reference to assisting security with an assault (Detailed further in report).

On 12/21/13, PPD responded to the parking lot in reference to a minor motor vehicle accident.

On 12/22/13, PPD, along with EMS, responded in reference to an ill employee.

On 12/24/13, PPD responded to review surveillance footage of subject who had reported his debit card had been stolen at the casino and charges were made on it from that location. A review by surveillance revealed that the reporting subject had used the card and withdrew the amounts he claimed had been fraudulently withdrawn.

On 12/27/13, MSP was in the parking lot in reference to a motor vehicle stop.

On 12/28/13, PPD responded in reference to a counterfeit \$50.00 bill.

On 12/30/13, PPD responded in reference to a counterfeit \$100.00 bill.

On 12/30/13, PPD responded in reference to a counterfeit \$100.00 bill.

Facility issues: 1

On 12/19/13, a fire alarm was detected in GTECH room 127. After entering the room it was determined that the alarm was malfunctioning due to service that had been performed on it earlier in the day. The alarm company was notified to correct the error.

Miscellaneous: 0

Casino at Ocean Downs

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 12/11/13, security personnel approached a male patron who appeared to be intoxicated and advised him he would have to leave. An offer was made to call a cab for him however he refused and drove his vehicle off of the property. MSP was notified due to his condition. A short time later, MSP notified the casino that the subject had been located in his vehicle in the Walmart parking lot and was subsequently arrested.

On 12/11/13, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted. The subject departed the property in a cab that had been called for him.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 1

On 12/12/13, a female patron reported to security that she had been assaulted by another female inside of the casino on 12/10/13. The problem stems from a prior incident that had occurred off of casino property. Since the report was two (2) days old, the victim was advised that she could pursue charges on her own if she wanted.

Theft/Robbery: 2

On 12/1/13, a male patron reported to security that his credits valued at \$175.04 had been cashed out from a VLT he had been playing. He had forgotten to cash them out and when he returned, they were missing from the machine. A review by surveillance identified a suspect and when confronted by security, he denied having cashed out the credits. MSP responded and at that time the suspect was given the option of returning the money or being arrested for theft. He agreed to return the money.

On 12/31/13, a female patron reported to security that she was missing a voucher. A review by surveillance revealed that she had dropped the voucher and a male subject picked it up. He was located on the floor and when approached by security, he reimbursed the amount to the female.

Drugs: 0

Police response: 5

On 12/1/13, MSP responded in reference to a theft of credits (Detailed further in report).

On 12/5/13, MSP responded to the casino to conduct a random property check of the premises.

On 12/11/13, WCSO conducted a patrol check of the casino property.

On 12/21/13, WCSO responded in reference to conducting an interview with a slots technician about an incident unrelated to the casino.

On 12/27/13, WCSO, MSP and Berlin PD responded in reference to a reported incident of domestic violence that occurred in a taxi. The incident did not occur on casino property however the female taxi driver feared for her safety and pulled into the casino to await the police. Arrests were made by MSP.

Facility issues:

On 12/29/13, several VLTs experienced power issues and went blank. The UPS for each machine was replaced and the machines were put back in service.

Miscellaneous: 1

On 12/12/13, security approached a subject that they believed to be wearing a concealed handgun. The subject admitted that he was wearing a handgun, and that he was an off duty police officer. When asked for identification, he could not produce any and was advised he would have to secure the weapon in his vehicle. The subject left and did not return. Due to him not having identification and then not returning, there was some question as to whether he was actually a law enforcement officer. He had used his player's club card, and his identification was retrieved from that. A check with WCSO revealed that the subject is in fact an officer with a town police department in the county.

Maryland Live Casino

Underage on casino floor: 4

On 12/14/13, security approached a male subject they believed to be underage and asked for identification. The subject produced a Maine driver's license which appeared to be altered. The subject was detained until the arrival of AACOPD. When questioned by the officer, the subject produced a valid license from Virginia which showed him to be 18 years of age. The subject was evicted from the casino. A review by surveillance revealed that the subject jumped over the dividing wall from Bobby's Burgers and entered the gaming floor. The subject did gamble at VLTs but was not observed consuming any alcoholic beverages.

On 12/29/13, an underage male subject entered the casino through the main entrance. His identification was checked by two (2) security guards and he was allowed to enter. He was identified as being underage when he attempted to use a credit card along with his identification at the cash cage. He did not gamble or consume any alcohol while on the floor. The subject was evicted from the casino.

On 12/31/13, an adult female entered the casino with a small child (toddler) through the east entrance and was not challenged by security. A casino employee notified surveillance of the child on the floor and then escorted them back to the east entrance. Security was notified and the female left with the child.

On 12/31/13, an underage male subject entered the casino through the north entrance without being challenged by security. The subject gambled at black jack table #27 buying in for over \$100.00 in chips. After he was done playing, he walked to the Rams Head bar and was served a draft beer. He then proceeded to the High Limits cage where he was identified as being underage and was evicted from the casino.

Intoxicated patrons evicted: 6

On 12/1/13, security responded to Zone 7 in reference to patrons reporting an intoxicated subject who was urinating on the wall. He was located and evicted from the casino.

On 12/1/13, an intoxicated male subject was evicted for being disorderly and harassing other patrons. AACOPD assisted security with the subject.

On 12/1/13, an intoxicated male subject, along with an intoxicated female subject, was evicted for being disorderly and pushing a security guard. AACOPD assisted security with the subjects.

On 12/4/13, an intoxicated male subject was escorted away from the Rams Head bar by security. He became disorderly and combative and was issued an eviction. The subject remained disorderly while he was being escorted from the building. Once outside, he fell to the ground and AACOPD responded along with EMS. The subject was transported from the property.

On 12/5/13, security personnel responded to the poker room in reference to a previously evicted, intoxicated male subject who had returned. He was again evicted and security, along with AACOPD, escorted him from the casino. He returned a third time and was told he had to leave. He was subsequently arrested for trespassing and transported from the property by the officer.

On 12/10/13, an intoxicated male subject was located in the men's restroom. When approached by security he became disorderly and was evicted from the casino.

Children unattended in vehicles: 1

On 12/31/13, security personnel located a small child who had been left unattended in a vehicle located on the 4th floor of the parking garage. The door to the vehicle was opened and the child was removed. AACOPD responded and a search of the vehicle revealed the name of a female subject. A description of the subject was obtained through surveillance and the information was given to security. The female was located on the gaming floor at a black jack table and she was escorted to her vehicle where it was determined that she is the child's mother. The female was placed under arrest and the child was transported to the hospital for evaluation. Through surveillance it was determined that the female had been in the casino for approximately eight (8) hours.

Excluded persons in casino: 0

Physical altercations: 2

On 12/10/13, security personnel responded to a domestic assault in the parking garage. The male subject was observed striking the female and pulling her by her hair. The subjects were separated and AACOPD responded. During the course of the assault, the male subject also dented another vehicle in the garage. The male subject was arrested and also served with an eviction.

On 12/14/13, security responded to the poker room in reference to an intoxicated and disorderly male subject. The subject refused to leave and took off running out of the poker room across the gaming floor. The subject ran into a slots attendant, knocking him down and causing an injury to his knee. The subject was detained by security and AACOPD arrived to assist. Upon being escorted out of the casino, the subject became disorderly with the officers and was placed under arrest.

Theft/Robbery: 2

On 12/13/13, a male patron hit a jackpot for \$650.00. While waiting for an attendant, he began playing another VLT. A second male subject removed the voucher from the machine while the patron was not looking, cashed it out, and immediately left the casino. The suspect was identified through the player's club. AACOPD responded and the victim requested a theft report be completed.

On 12/15/13, security located a subject who was cashing out other patrons vouchers. The subject was evicted from the casino. This same subject had also been evicted in July for the same type of activity.

Employee theft: 1

On 12/27/13, a female employee who worked in the player's club was terminated for theft. An investigation revealed that she was accessing inactive accounts and adding free slots play to them. She was then giving her boyfriend access to the accounts for him to play.

Drugs: 3

On 12/1/13, security personnel recovered a substance believed to be marijuana from the casino floor. The substance was disposed of by flushing it down a toilet.

On 12/30/13, surveillance notified security of an apparently intoxicated male subject at the Rams Head bar who was handling a plastic bag and placing two (2) items into his mouth. Security confronted the subject who was stumbling and had an odor of alcohol about him. The subject was escorted from the property at which time the bag fell from the back of his pants. AACOPD was notified and upon their response, the subject was arrested for possession of a controlled dangerous substance.

On 12/31/13, a female entered the east entrance, and upon removing her identification from her pocket, she dropped a small bag containing a white powder type substance. AACOPD responded and the subject was placed under arrest for possession of a controlled dangerous substance.

Police response: 16

On 12/1/13, AACOPD responded to assist with an intoxicated subject (Detailed further in report).

On 12/1/13, AACOPD responded to assist with two (2) intoxicated subjects (Detailed further in report).

On 12/4/13, AACOPD and EMS responded for a subject who fell (Detailed further in report).

On 12/5/13, AACOPD responded to the parking garage in reference to a call from a patron concerning an intoxicated subject who had accosted him. Upon the arrival of the officer and security, the suspect had become unresponsive and was treated and transported by EMS.

On 12/5/13, AACOPD responded to assist with an intoxicated subject (Detailed further in report).

On 12/7/13, AACOPD responded in reference to an alleged sexual assault. Investigation revealed that a male subject who had been gaming with two (2) females had placed his hands on the females in an elevator, and solicited them for sexual activity. He then offered them money for a ride home. He entered their vehicle at which time they requested that he leave. He refused and became violent at which time one of the females threatened him with a tire iron. All involved subject were issued evictions and AACOPD is continuing their investigation.

On 12/10/13, AACOPD responded to the parking garage in reference to a domestic assault (Detailed further in report).

On 12/13/13, AACOPD responded in reference to a theft of a voucher (Detailed further in report).

On 12/14/13, AACOPD responded to assist security with an underage subject (Detailed further in report).

On 12/14/13, AACOPD responded to assist security with a disorderly subject who assaulted a slots attendant (Detailed further in report).

On 12/20/13, AACOPD responded to assist security with evicting a subject who had become disorderly with Rams Head employees.

On 12/22/13, AACOPD responded to assist security with a female subject who had become disorderly and was striking a VLT with her feet. When approached, the female slapped the officer and was subsequently arrested for assault.

On 12/22/13, AACOPD responded to assist security with a female who had entered the casino without being able to provide proper identification. After being stopped at the entrance by security, she entered when the guard turned to address another patron. She was on the floor for a brief time before being detained by security. She was identified as being of age however she was subsequently evicted.

On 12/30/13, AACOPD responded in reference to an incident of drug possession (Detailed further in report).

On 12/31/13, AACOPD responded in reference to a child left unattended in a vehicle (Detailed further in report).

On 12/30/13, AACOPD responded in reference to an incident of drug possession (Detailed further in report).

Facility issues: 0

Miscellaneous: 1

On 12/8/13, an MLGCA compliance representative was preparing to complete the enrollment paperwork for a male subject who wanted to enroll in the VEP. The subject could not produce any identification, and the representative advised him that he would have to return with valid identification to be enrolled in the program. The subject became very angry and disorderly with the representative. Security was notified and the subject continued to be disorderly. The subject was evicted from the casino.

Rocky Gap Casino

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 12/5/13, a male patron at the craps table was identified as being too intoxicated to remain on the gaming floor. He was evicted from the casino and was told to return to his room until he sobered up.

On 12/22/13, a male subject was identified as being intoxicated and confrontational with employees and other patrons. Since he was staying at the hotel, he was advised to retire to his room until he sobered up. He made repeated calls to the front desk and tried several times to re-enter the casino. When he was finally allowed to enter the casino, the disorderly behavior continued and he was again evicted. The subject was given a final warning that if he continued MSP would be notified to respond. There were no further issues.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 0

Drugs: 0

Police response: 1

On 12/23/13, MSP responded in reference to a vagrant female who had been dropped off at the casino. Casino security contacted the MSP then escorted the female from the casino. Upon arrival, the trooper transported her to a local motel and she was put up for the night by Social Services.

Facility issues: 1

On 12/29/13, the roof over the casino began to leak with water coming down near bank 217 but no VLTs were damaged. A second leak began with water coming down on VLT 218-03. The VLT was taken out of service and covered with plastic until the leak stopped.

Miscellaneous: 0

John Dennison
Casino Compliance Manager