

# Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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TO: Maryland Lottery and Gaming Control Commission  
Gordon Medenica, Director  
Jim Nielsen, COO

FROM: Charles LaBoy, Managing Director of Gaming

DIVISION: Gaming

DATE: September 2, 2016

SUBJECT: Report for the September 14 Commission Meeting

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## A Gaming Division

- 1) MGM National Harbor – Staff continues to meet with MGM on the development of their facility. MGM is making good progress on their internal controls, standard operating procedures, table game rules, and responsible gambling plan.
- 2) Skills-Based Amusement Devices / Electronic Gaming Devices
  - a) A public meeting was held on August 31 to receive comments from the public on the regulations that were approved by the Commission during the June meeting.
  - b) Staff is working on a web-based registration system to support the registration process for skills-based amusement devices.

## B VLT Audit Department

<b>Audit Summary</b>			
<b>Location</b>	<b>Audit Area</b>	<b>Status</b>	<b>Periods Covered</b>
Maryland Live Casino	Compliance & Operations	Completed	July
Rocky Gap	Compliance & Operations	Completed	July
Ocean Downs	Compliance & Operations	Completed	July
Hollywood Casino	Compliance & Operations	Completed	July
Horseshoe Casino	Compliance & Operations	Completed	July
2015 (VLT) Facilities MBE Compliance	Financial Reporting Review	In Process	2015
Maryland Live Casino	Compliance & Operations	In Process	August – September
Rocky Gap	Compliance & Operations	In Process	August – September
Ocean Downs	Compliance & Operations	In Process	August – September
Hollywood Casino	Compliance & Operations	In Process	August – September
Horseshoe Casino	Compliance & Operations	In Process	August - September

- 1) An Audit Committee Meeting is scheduled for September 9.

## C Electronic Gaming Device Operations

	Hollywood	Ocean Downs	MD Live	Rocky Gap	Horseshoe	Bingo Halls
VLT Installs	8	0	56	0	0	0
VLT Removals	9	0	64	0	0	0
Floor Moves	4	0	10	0	0	0
Game Conversions	0	17	16	4	0	34
Change Requests	3	1	14	1	1	5
Operation Reviews	1	1	0	1	1	0

1) Staff will begin conducting testing of MGM’s slot floor beginning September 16. The first quadrant is scheduled to have an accounting test during the first week of October. The full floor test is scheduled from November 7-11.

## D Responsible Gambling

### 1) Voluntary Exclusion Program

- a) 39 new participants joined the casino VEP program since the last report; the total number of participants is 1,258.
- b) There have been 53 removals from the VEP with 60 additional requests for removal pending.
- c) To date, 228 violations have occurred since the casino VEP program began. All have been cited for criminal trespass and court resolution is pending.
- d) There are 7 additional enrollments on the lottery VEP list; the total number of participants is 218.

2) The Voluntary Exclusion Program for our six largest licensed bingo halls in Maryland began August 1, 2016. To date, no patrons have applied for the program at any of the six facilities.

3) Staff held training on the Voluntary Exclusion Program for security supervisors at MGM. Two Prince George’s County police officers attended the training. In November, training on the Voluntary Exclusion Program will be held for all officers in the area serving MGM. The State’s Attorney in Prince George’s County will also attend this training.

4) Staff is working with the Center of Excellence on Problem Gambling to schedule additional webinars in October on the VEP program and on responsible gambling practices in the gaming industry.