

Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

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

FROM: Charles LaBoy, Assistant Director for Gaming

DIVISION: Executive - Gaming

DATE: August 18, 2015

SUBJECT: Report for the August 27th Commission Meeting

A. VLT Audit Department

Audit Summary			
Video Lottery Facility	Audit Area	Status	Periods Covered
Maryland Live Casino	Compliance & Operations	Completed	May-June
Rocky Gap	Compliance & Operations	Completed	May-June
Ocean Downs	Compliance & Operations	Completed	May-June
Hollywood Casino	Compliance & Operations	Completed	May-June
Horseshoe Casino	Compliance & Operations	Completed	May-June
Maryland Live Casino	Compliance & Operations	In Process	July-August
Rocky Gap	Compliance & Operations	In Process	July-August
Ocean Downs	Compliance & Operations	In Process	July-August
Hollywood Casino	Compliance & Operations	In Process	July-August
Horseshoe Casino	Compliance & Operations	In Process	July-August

a. Staffing Update – Positions in recruitment.

1. Internal Auditor II – Horseshoe Casino
2. Internal Auditor II – Internal Audit Department
3. Internal Audit Supervisor – Internal Audit Department
4. Internal Audit Lead – Gaming Division

b. The next Audit Committee meeting is scheduled for September 11.

B. Electronic Gaming Device Operations

	Hollywood	Ocean Downs	MD Live	Rocky Gap	Horseshoe	Bingo Halls
VLT Installs	0	0	163	36	0	0
VLT Removals	0	0	169	2	0	0
Floor Moves	0	2	26	32	0	0
Game Conversions	25	94	90	15	80	121
Change Requests	5	7	29	7	7	8

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- a. Staffing Update – Positions in recruitment.
 - 1. EGD Manager
 - 2. EGD Operations Tech
 - b. State Lease Performance Benchmarking – We have completed the first quarter performance benchmarking for Ocean Downs and Rocky Gap under the new leasing model.
 - 1. Ocean Downs will receive 188 game conversions at no additional cost.
 - 2. Rocky Gap will receive 139 game conversions at no additional cost.
 - c. ITLMs – For August there are two new sites scheduled for install and 8 existing locations scheduled for additional ITLMs.
- C. Responsible Gambling
- 1. 74 new participants joined the casino VEP since the last report, bringing the total number of participants as of July 31st to 883.
 - 2. Currently there are 19 requests for removal from the VEP list in process with five removed since the last report.
 - 3. To date, there are now 129 violations that have occurred since the Casino VEP program began, 9 occurring in since the last report; all have been cited for criminal trespass and court resolution pending.
 - 4. There are 13 additional enrollments on Lottery VEP list bringing the total number of participants to 129.
- b. Staff continues to participate on behalf of the MLGCA on the National Council on Problem Gambling Conference Planning and Program Committees for the 2015 NCPG Conference to be held in Baltimore in July, 2015.
 - c. The Bingo Facilities' webinar on Problem and Responsible Gambling has now been completed by almost all staff/volunteers at our 13 licensed Bingo facilities. Everyone will have completed the training requirements by mid-August.
 - d. Staff is continuing to work on the process to accredit the MLGCA through the World Lottery Association (WLA) The MLGCA has recently joined the WLA as a member and in that process was awarded a Level I certification. We are working to submit an application for Level II certification in Responsible Gambling practices. The application needs to be submitted mid-October.
 - e. Next meeting of the Maryland Alliance is scheduled for September 2, 2015 and will be hosted by the Center of Excellence on Problem Gambling located in Columbia, MD.