



## Maryland State Lottery Agency Casino Compliance Unit Monthly Report

**June, 2012**

### **Hollywood Casino at Perryville**

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 6/4/12, a female was determined by casino staff to be too intoxicated to be in the casino. Her husband was located and he was requested to remove her from the property. The female was given a 24 hour ban from the property.

ON 6/30/12, a male subjected was identified as too intoxicated to stay in the casino. He was escorted out and entered a pick up truck with Delaware registration. Security attempted to speak with the driver however he pulled out and left the property. Local police agencies were notified, and the Maryland Department of Transportation Authority police did respond to the casino. The officer spoke with security and then left the area.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 1

On 6/3/12, a female casino employee left during her shift after allegedly being assaulted by a male "high roller" player. Her boyfriend called the casino to tell them she had left work after being pinched on the buttocks by the player. A review by surveillance did not show any contact between her and the player. An internal investigation by the casino is continuing.

Theft/Robbery: 1

On 6/23/12, a male subject was observed ticket punching on the casino floor. He was approached and identified by security. He was issued a 3-day eviction from the property.

Drugs: 0

Police response: 6

On 6/2/12, Perryville PD responded to assist Cecil County EMTs with a female patron who had fallen and hurt her ankle. The patron refused treatment and remained on the property.

On 6/8/12, Perryville PD responded to assist Cecil County EMTs with a possible overdose. The subject had apparently taken too much pain medicine. He refused treatment and was taken off of the property by his wife.

On 6/9/12, Perryville PD responded in reference to a domestic dispute that had not been called in by the casino. A male and female were approached in the parking lot at which time the male advised he had been struck by the female. The officer reviewed the surveillance footage and it was found to be inconclusive as to any assault.

On 6/12/12, Perryville PD responded to the casino in reference to a theft which had allegedly occurred off property. The officer talked with a female patron for a few minutes then departed the casino without any further action.

On 6/24/12, Perryville PD responded to the casino in reference to a minor property damage motor vehicle accident in the parking lot.

On 6/30/12, the Maryland Department of Transportation Authority police responded in reference to an intoxicated subject. (Detailed further in report).

Facility issues: 1

On 6/1/12, the casino lost power due to a severe storm. The emergency generators immediately started up however camera 411 went out of service in surveillance. Power was restored shortly thereafter and the camera was repaired.

Miscellaneous: 0

## **Casino at Ocean Downs**

Underage on casino floor: 1

On 6/20/12, an underage male subject entered the casino and showed his ID to the security guard at the door. The male was allowed to enter and walked back near the bar. He was confronted by a second security guard at which time it was discovered that he was underage. He did not play or consume any alcohol. The subject was escorted from the casino.

Intoxicated patrons evicted: 1

On 6/25/12, a female patron appeared to be intoxicated. Security advised she was not to be served any additional alcoholic drinks after she had spilled two drinks on VLTs. Although she continued to show signs of erratic behavior, she was allowed to continue to play. A friend went to the bar and got her another drink since she could not purchase it herself due to being cut off. After an inquiry from the MSLA compliance representative, security asked the patron to cash out. She was escorted to the redemption machine and asked to leave for the evening.

Children unattended in vehicles: 1

On 6/11/12, security and a Worcester County deputy responded to the parking lot in reference to a report of children left in a vehicle. Further investigation revealed that the children were actually teenagers and there was no violation.

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 2

On 6/22/12, the Maryland State Police responded in reference to a theft which had occurred the previous day. On 6/21/12, a patron advised that she had dropped a voucher valued at \$200.01 while placing it into her pocketbook. A review by surveillance revealed that another female had picked it up, inserted it into a VLT and played until the credits were gone. She then left the casino. This female was identified through the player's club. On 6/22/12 she returned to the casino at which time she was confronted by security and MSP. She admitted to taking the voucher and agreed to repay the money to the victim. She did remit the money and was then evicted for life from the casino. No criminal charges were filed.

On 6/26/12, a male subject was identified on the floor as possibly ticket punching vouchers. The subject was confronted by security and the subject handed over a voucher for \$12.00. The voucher was returned to the owner and the subject who had taken it was evicted. He is banned from the property until he sends a letter to the casino's Review Committee who will determine if he can return.

Drugs: 0

Police response: 4

On 6/11/12, the Worcester County Sheriff's Office responded to a report of children in a vehicle. (Detailed further in report).

On 6/8/12, the Maryland State Police responded to the casino for a minor property damage motor vehicle accident.

On 6/22/12, the Maryland State Police responded to the casino in reference to a theft of a voucher. (Detailed further in report).

On 6/23/12, the Maryland State Police responded to the casino for a property damage vehicle accident involving a casino employee arriving for work.

Facility issues: 0

Miscellaneous: 0

### **Maryland Live Casino**

Underage on casino floor: 3

On 6/12/12, an underage male, who is known by one of the casino employees, was located on the floor. Security was notified however they did not identify the subject or verify his age. They then escorted him from the property. The subject did not gamble or consume alcohol.

On 6/16/12, an underage female was located in the High Limit area of the casino. She had entered with her family and walked through the casino. Security approached her, checked her identification, and advised her she can not return until she is 21 years of age. She was then escorted from the property. The subject did not gamble or consume alcohol.

On 6/24/12, an MSLA compliance representative observed what he believed to be two (2) underage persons on the floor accompanied by two (2) adults. He notified security and the persons were escorted from the casino without being identified. The subjects did not gamble or consume alcohol.

Intoxicated patrons evicted: 10

On 6/13/12, a male subject became belligerent at the buffet. He was complaining about the food and service. The subject appeared intoxicated. Anne Arundel County PD responded and, along with security, they approached the subject and evicted him from the property.

On 6/15/12, a subject was noticed at the bar who appeared to be possibly intoxicated. He was approached by security and subsequently escorted from the property.

On 6/22/12, a patron was identified as being extremely intoxicated. The patron was located at VLT 21-41-11 where he had hit for a \$12,515 jackpot. The patron was paid for the jackpot and escorted from the casino.

On 6/23/12, a male patron was found passed out in a stall in the men's room. It took security several minutes to get the patron to respond. Once he was removed from the men's room, he was escorted from the casino.

On 6/23/12, a patron won a \$5,000 jackpot however during the payment process he became belligerent with casino staff due to his state of intoxication. Once paid, he was escorted from the casino.

On 6/23/12, a subject was observed by security to be intoxicated and aggressive on the floor. He was also carrying a flask in his back pocket. The subject was escorted from the casino.

On 6/23/12, security responded to VLT 17-05-09 in reference to a female patron who had apparently passed out. It was discovered that she was intoxicated and had difficulty comprehending anything that was said to her. A cab was contacted to take her from the casino to a hotel she was staying at.

On 6/25/12, a subject who appeared to be very intoxicated was escorted from the casino by security and issued a 24 hour ban from the property.

On 6/26/12, a female was located in the women's restroom in an extremely intoxicated state. Security escorted her to the front entrance using a wheelchair. She was met by her husband who took custody of her.

On 6/30/12, a male subject who had spilled a drink on VLT 17-21-06 was identified as being too intoxicated to be in the casino. He was escorted out for the night. No damage to the VLT.

Children unattended in vehicles: 0

Excluded persons in casino: 3

On 6/7/12, a female subject who had signed up for the VEP program attempted to obtain a \$20 advance on her credit card at the cashier's cage. Her name came up as excluded and security responded. Anne Arundel County PD responded however due to their never being involved in an exclusion violation before, they decided they needed to confer with the State's Attorney's Office as to how they should proceed. The subject was not arrested and was escorted from the property.

On 6/12/12, a male subject who had signed up for the VEP program attempted to cash a \$200.00 check at the cashier's cage. His name came up as excluded and security

responded. Security escorted the subject out of the casino without identifying him or detaining him. The subject was identified through the VEP exclusion list.

On 6/17/12, a male subject who had signed up for the VEP program attempted to obtain a player's club card at which time casino staff were alerted by their tracking system. The subject was brought to the MSLA compliance office at which time he advised that when he signed up he thought he was only excluding himself from Hollywood Casino at Perryville and was not aware that he could not come into any Maryland casino. He was advised that he is excluded from all casinos in the state and was told to contact the VEP manager if he had any further questions. Since MD Live is still working with the State's Attorney's office and Anne Arundel County PD as to how they will handle exclusion violations, the compliance representative had security escort him from the property.

On 6/21/12, a subject who had signed up for the VEP program and was located on the floor in violation on 6/17/12, was again found on the floor. He was again escorted from the property.

\*\* On 6/22/12, the Security Director for MD Live applied for charging documents on each of the individuals listed above.

Physical altercations: 4

On 6/23/12, a fight broke out in the High Limit area of the casino between two male subjects who have a prior history of issues between them. Security responded and the subjects were separated and detained. Anne Arundel PD responded and determined they could not make an arrest due to the incident not occurring in their presence. The subjects were both evicted and escorted from the casino.

On 6/24/12, a fight broke out in the High Limit area of the casino between a brother and sister. The brother suffered scratches to his face and the sister suffered an injury to her nose. Anne Arundel PD responded and assisted security personnel in escorting the subjects from the casino.

On 6/26/12, two subjects were involved in a physical altercation in Zone 25. Anne Arundel PD responded and assisted security in separating the subjects and eventually evicting them from the casino. Both were issued banning letters.

On 6/29/12, two female patrons became involved in a physical altercation after one sat down and started playing a machine that the other already had credits on. Anne Arundel PD and security separated the two and the voucher was cashed and split between them.

Theft/Robbery: 9

On 6/13/12, an employee reported that her cell phone had been stolen from her purse BOH. A review by surveillance revealed that another female had gone through the

purse and was observed removing the phone and leaving the area with it. Security conducted an internal investigation into the incident.

On 6/14/12, a cocktail waitress reported to security that someone had taken her high heeled shoes that she wears on the floor. The waitress had taken her shoes of BOH and put on some slippers to go outside to the smoking area. When she returned, her shoes were gone. A review by surveillance revealed that another female employee had taken the shoes and left the property. An internal investigation was conducted by security.

On 6/16/12, a female patron advised security that she had been dining in Phillip's Seafood and moved to a different seat, leaving her purse unattended. When she went back to retrieve the purse, it was not there. A description of the subject was given out over the radio, at which time another security officer responded that a subject matching that description had turned a purse into the security desk. He left without being identified. After the female checked her purse, she found that \$102.00 was missing from it. She did not want to pursue the matter and the police were not notified.

On 6/16/12, a male patron advised security that his vehicle had been broken into on the 4<sup>th</sup> floor of the casino's parking garage. Security responded as well as the Anne Arundel County PD who completed a report. A review by surveillance revealed that they had no footage of the incident.

On 6/18/12, a patron advised that he had been playing two machines at the same time. While being paid for a jackpot on one machine, someone had cashed out the other machine and removed the voucher. A review by surveillance revealed that they had no camera coverage of that particular machine at the time of the alleged incident. A check was conducted of the immediate area for someone matching the description that the patron provided however no one was located.

On 6/24/12, Anne Arundel PD responded to the 5<sup>th</sup> level of the parking garage in reference to a theft from a vehicle. A subject reported that here vehicle's window was slightly opened and that a small pouch had been removed.

On 6/26/12, a patron in the High Limit area reported a theft of a voucher to security. The patron advised that when he stepped away from a VLT to be paid for a jackpot that someone removed a cash voucher he had left in another VLT. Surveillance advised they had no coverage of the incident.

On 6/27/12, a Food and Beverage employee advised that her issued MD Live gaming ID had been removed from her bag while in the restroom. Surveillance could provide no footage of anyone leaving prior to the employee discovering the theft.

On 6/29/12, a male patron advised of the theft of a \$900 voucher from VLT 15-29-06. Surveillance could provide no footage of the incident. The patron was paid for the voucher after retrieval of his play history from the VLT.

Drugs: 0

Police response: 18

On 6/7/12, the Maryland State Police responded to the casino in reference to damage to a VLT. (Detailed further in report).

On 6/13/12, Anne Arundel PD responded and assisted security with the eviction of an intoxicated subject. (Detailed further in report).

On 6/16/12, Anne Arundel PD responded for a theft from a vehicle. (Detailed further in report).

On 6/17/12, Anne Arundel PD responded in reference to a suspected \$20 counterfeit bill that was turned into the cashiers booth by a slots attendant at the end of his shift. The bill possibly was obtained from a patron in zone 15 but no further information was available. The police took custody of the bill and completed a report.

On 6/18/12, Anne Arundel PD responded in reference to three (3) union members being evicted. (Detailed further in report).

On 6/22/12, Anne Arundel PD responded for an accident where a truck struck the building. (Detailed further in report).

On 6/23/12, Anne Arundel PD responded for a fight between two male patrons. (Detailed further in report).

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6/26/12, the Maryland State Police responded for damage to a VLT. (Detailed further in report).

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On 6/26/12, Anne Arundel PD responded in reference to a physical altercation. (Detailed further in report).

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On 6/26/12, Anne Arundel PD responded in reference to a suspected counterfeit \$20 bill. (Separate incident).

On 6/29/12, Anne Arundel PD responded in reference to an altercation between two females. (Detailed further in report).

#### Facility issues: 5

On 6/9/12, two (2) patrons were stuck elevator 8 for approximately 40 minutes. Anne Arundel County fire department responded to assist.

On 6/16/12, a surveillance system outage was reported. The system was out of service from 3:00am to 3:15am.

On 6/22/12, a water leak was reported in Zone 9 causing VLTs 09-09-05 and 09-09-07 to be briefly taken out of service.

On 6/22/12, a tractor trailer struck a corner of the building causing some damage to the building frame. Damage to the structure was not extensive and did not effect casino operations. Anne Arundel PD responded for the accident report.

On 6/30/12, MSLA was contacted by surveillance about camera coverage being lost in the man trap/cart storage area due to a storm in the area. Security personnel were place in the area until the coverage could be brought back up.

#### Miscellaneous: 10

On 6/6/12, a male subject entered the casino by climbing some stairs on the outside of the building, then hopping over the railing into the smoker's area. He was tracked by surveillance through the casino until he could be approached by security. Three (3) other males, all in the same group as the first male, entered the casino in the same fashion. All of the subjects were removed from the casino by security.

On 6/7/12, a female tried to claim a jackpot which she was not entitled to. A review by surveillance and slot operations revealed the jackpot had been won by another patron and the slots attendant failed to clear the jackpot from the VLT. The patron then left the casino.

On 6/7/12, a male subject became frustrated while playing at VLT 18-25-10 and struck the machine with his fist, causing damage to reel glass. The subject left the area and departed the casino before he could be approached by security. The Maryland State Police responded and reviewed the footage in surveillance. A report was taken by the trooper. Total damage: \$250.

On 6/11/12, a male subject was evicted from the property for attempting to sell \$50.00 worth of slots play to patrons for \$20.00. Security escorted him from the property and he was served with an eviction notice. It does not appear that any patrons paid the subject any money.

On 6/16/12, there were two payouts of \$1712.88 after tax from the same jackpot. Investigation revealed that one payout was made on 6/15/12 at 9:27pm to a male subject. On 6/16/12 at 2:13am, a second payout was made to a female subject. After the first payout, the slots tech notified the dispatcher that VLT 15-01-08 was down because he was unable to clear the jackpot. Apparently the machine stayed in service for approximately five (5) hours after that. After the female was paid the second payment on the same jackpot, the error was discovered and the machine was taken out of service.

On 6/18/12, three (3) subjects who were identified as members of a union that had not completed the required paperwork to be on the property were at the employee entrance attempting to hand out literature to employees. When approached by security they advised they did not complete the paperwork but had the right to be on the property. After being advised they had to leave the property, they refused. Anne Arundel County PD arrived and the subjects were issued eviction notices. Trespass charges are pending.

On 6/24/12, a subject opened the SW emergency exit doors to allow another individual into the casino. They were approached by security and escorted from the property.

On 6/25/12, cash cage personnel detected a shortage of \$445.78 from a cash drawer turned in by an employee. The same employee was also short \$250.90 on a prior date. Surveillance is compiling a video of the employee while working to forward to casino management.

On 6/26/12, a male subject punched the glass screen on VLT 10-49-05 causing the screen to break. He was located outside of the casino and escorted back inside. He apologized for hitting the machine and offered to pay for any damages. His information was obtained and the casino will bill him the cost of the damages. The Maryland State Police responded to investigate.

On 6/26/12, a slots supervisor noticed that a VLT had been damaged with the front glass screen shattered as if it had been struck. There was no one in the area of the machine. A review by surveillance could provide no footage of the incident. The Maryland State Police responded to investigate.

  
John Dennison  
Casino Compliance Manager