



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

Hollywood Casino at Perryville

Underage on casino floor: 0

Intoxicated patrons evicted: 1

On 10/1/13, a female patron was identified as being too intoxicated to remain on the casino floor. Her mother, who was also at the casino, was located and agreed to drive her home.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 1

On 10/15/13, security advised that PPD had been notified in reference to a patron theft. Two (2) male subjects had departed the Celebrity Bar and Grille without paying their bill of \$28.84. Surveillance was able to obtain a license number for the vehicle they exited in and PPD was provided with the information along with a video of the suspects.

Drugs: 0

Police response: 9

On 10/4/13, a male subject in a pickup truck was in the employee parking lot asking employees questions about the casino and making them uncomfortable with the questions he was asking. He was approached by security and asked to move his vehicle to the customer lot however he refused and became very irate. PPD was notified and responded. After conversing with the subject, the officer determined that the subject should be committed for evaluation. He was taken into custody and was transported to the hospital for an Emergency Commitment.

On 10/8/13, PPD responded in reference to a counterfeit \$10.00 bill.

On 10/10/13, PPD responded to the parking lot in reference to a property damage motor vehicle accident.

On 10/10/13, PPD responded to the front entrance of the casino to assist with an intoxicated female. She was escorted off of the property by family members.

On 10/15/13, PPD responded in reference to a patron theft (Detailed further in report).

On 10/17/13, PPD arrived at the casino with a bag of coins requesting to use the casino's coin counter. The officer spoke with guest services then left without using the counter.

On 10/18/13, PPD responded to the parking lot in reference to a 911 call placed by a patron who had locked her keys in her vehicle.

On 10/19/13, PPD responded in reference to a medical situation with a patron.

On 10/28/13, PPD responded in reference to a counterfeit \$100.00 bill.

Facility issues: 1

On 10/18/13, six (6) cameras that cover the parking lot went out of operation due to an electrical contractor digging in the lot. The cameras were out of operation for approximately eight (8) hours and all video footage during that time period was lost.

Miscellaneous: 0

Casino at Ocean Downs

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 10/3/13, an elderly male subject and an elderly female subject were located together in the north restroom. Both subjects appeared to be intoxicated and were evicted from the property for the evening.

On 10/13/13, a male patron was identified as being too intoxicated to remain in the casino. He was approached by security and was told he had to leave. The subject was taken from the casino by a friend.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 4

On 10/18/13, a female patron reported to security that she had walked away from a VLT and had left a voucher for \$14.00 in the machine. A review by surveillance revealed that a male subject had taken the voucher and was currently playing another VLT. He was approached by security at which time he paid back the money.

On 10/10/13, a female patron reported to security that she had left her checkbook containing \$200.00 cash lying on a VLT and walked away. When she returned, the checkbook was missing. A review by surveillance revealed that a male subject picked up the checkbook and left with two (2) other subjects. The subject was identified and MSP was notified. On 10/11/10, MSP contacted the casino and advised that the suspect had been arrested for the theft.

On 10/11/13, a female patron reported to security that she had walked away from a VLT she had been playing and forgot to cash out \$275.00 in credits. When she returned to the machine, she found that the credits had been cashed out. A security guard advised he believed the suspect was a female and that the voucher was cashed at a redemption machine. On 10/15/13, a slots attendant observed the female suspect on the gaming floor. She was confronted by security and returned the \$275.00. The victim was contacted and the money was returned to her.

On 10/11/13, a female patron reported to security that she had forgotten to take her \$22.00 voucher when she left the VLT she was playing, and when she returned the voucher was missing. A review by surveillance identified a suspect who was still on the gaming floor. He was approached by security at which time he repaid the \$22.00.

Employee theft: 1

On 10/19/13, a patron reported to security that he had left an \$800.00 voucher in a VLT while he went to the restroom. When he returned, the voucher was missing. A check by surveillance revealed that a female subject had cashed out the voucher at a redemption machine and was exiting the casino at that time. Security confronted the subject and she advised that she thought it was "finders, keepers" at a casino. She returned the money to security who in turn returned it to the owner. A further review by surveillance revealed that the voucher had been lying on the floor and was picked up by a male housekeeping attendant. The attendant began conversing with the abovementioned female subject while she was at the roulette table. After they finished speaking with each other, she walked around the bar to the redemption machine and cashed out the voucher. When approached by security, the attendant advised that the female is his cousin however he denied picking up any vouchers. The attendant was immediately suspended pending further investigation by casino management. At the conclusion of the investigation, the attendant was terminated for theft.

Drugs: 1

On 10/3/13, surveillance noticed three (3) male subjects in a vehicle who appeared to be smoking marijuana. Security was notified but did not observe the activity. The subjects entered the casino and no further action was taken.

Police response: 4

On 10/4/13, a male subject was observed sitting in a vehicle in the parking lot consuming alcohol. Security and MSP responded to the vehicle at which time the subject was determined to be too intoxicated to operate the vehicle. He was allowed to call a friend to respond and drive him home.

On 10/6/13, a male subject attempted to use a credit card at the cashier's cage however the card was refused since it was in someone else's name. The subject was questioned by security however he became irate and told them to "call the police". While MSP was being notified, the subject and his companion left the casino. Security went to the parking lot to obtain vehicle information at which time the subject threatened them. MSP was supplied with the vehicle information.

On 10/10/13, MSP responded in reference to a theft of a checkbook and cash (Detailed further in report).

On 10/15/13, MSP responded in reference to a male subject on the gaming floor who had been evicted and banned from the casino on 4/25/11. At the time of the eviction, the subject had refused to sign the form. The trooper refused to arrest him for trespassing since he had not signed it however he did inform him that if he returned he would be arrested. On 10/16/13, the trooper returned to the casino and requested all reports on the subject so that he could be criminally charged.

Facility issues: 3

On 10/8/13, a power fluctuation caused a several camera monitors to freeze the view they had been on prior to the power issue. The issue was corrected a short time later and no video recording was lost.

On 10/13/13, VLT DV03 had to be taken out of service and covered with plastic due to a water leak in the ceiling. The machine was out of service for approximately two (2) hours.

On 10/22/13, there was a brief power outage that caused a majority of the VLTs to reboot. Most machines were back in operation within 30 minutes with the exception of one (1) that needed the settings reset, and one (1) which required a RAM clear.

Miscellaneous: 1

On 10/25/13, a male patron reported to security that when he went to take a paper towel from the dispenser in the men's room, he was stuck in the hand by a syringe that had been placed in the dispenser. The patron advised that he had taken the syringe from the dispenser and placed it into the SHARPS container prior to contacting security. Security was unable to retrieve the specific syringe since there were numerous others in the container. The patron advised he would have a blood test conducted. There is no information available as to how the syringe got into the towel dispenser. Casino security is conducting an investigation into the incident.

Maryland Live Casino

Underage on casino floor: 0

Intoxicated patrons evicted: 0

Children unattended in vehicles: 1

On 10/25/13, surveillance noticed a small child left unattended in a vehicle on the 5th floor of the parking garage. Security, along with AACOPD and AACOFD responded and the vehicle was opened. Security obtained the owner's information and the owner and a female were located inside of the casino. They were taken to the vehicle at which time they spoke with the police officer. A short time later the subjects were allowed to leave with the child.

Excluded persons in casino: 3

On 10/7/13, a male subject who was enrolled in the VEP program in September 2013 was located on the casino floor playing at the table games. The subject was removed by security to a holding area and AACOPD responded and charged the subject with criminal trespass. The subject had \$85.00 in chips in his possession that was confiscated. The subject was then evicted from the casino.

On 10/28/13, a female subject who is enrolled in the VEP program was located at the cashier cage. The subject was detained by security and AACOPD responded and charged the subject with criminal trespass.

On 10/31/12, male subject who is enrolled in the VEP program was located at VLT 04-08-04. The subject was detained until the arrival of AACOPD and the subject was charged with criminal trespass.

Physical altercations: 7

On 10/5/13, security responded to a call for a female and a male involved in an altercation. The female advised that her boyfriend had assaulted her inside of their vehicle which was in the valet area. He then pushed her out of the vehicle. A review by surveillance confirmed the female's claims that she had been assaulted. AACOPD responded and was investigating the incident as a domestic assault.

On 10/6/13, security advised MLGCA of a fight in the smoking area. Security made contact with one subject who advised he had been in a confrontation with three (3) male subjects and was struck in the head. A review by surveillance revealed that the subject who struck the victim had immediately departed the casino. Mall security and AACOPD were notified and given a description. No suspect information was available.

On 10/10/13, two (2) security guards, male and female, became involved in a physical altercation near the security window in the main lobby. Each subject struck the other during the altercation. Both subjects were suspended pending an investigation and were removed from the property.

On 10/16/13, security responded to a physical altercation between a male patron and a female patron, later found to be boyfriend/girlfriend. AACOPD also responded. The subjects were identified and both subjects were evicted from the casino.

On 10/20/13, security responded to VLT 06-10-01 for an assault that had taken place. Upon their arrival they found two (2) females lying on the floor complaining of injuries. It was learned that a male patron had been walking in the aisle when he was approached by another male subject who, apparently without provocation, struck the first male in the face with his fist. The male fell backward from the blow, and then struck the females as he was falling. AACOPD responded to investigate, along with AACO EMTs who responded to treat the victims. The male aggressor was observed exiting the casino and entering a vehicle on the 6th floor of the parking garage. No license number was obtained and there is no suspect information.

On 10/21/13, security responded to the poker room for an altercation between two (2) male patrons. The incident started due to them becoming upset at the poker table being too crowded. When advised that they had to leave they became disorderly with security and AACOPD had to respond to assist with evicting them.

On 10/22/13, two (2) male subjects became involved in an altercation in a men's restroom. Security responded and detained one of the subjects until AACOPD arrived. The other had departed the restroom and was located at a blackjack table. Both subjects were evicted.

Theft/Robbery: 3

On 10/8/13, surveillance observed a female subject steal chips from another patron at one of the tables. Security, along with the games manager, confronted the subject at which time she agreed to return the chips to the owner. She was then evicted from the casino.

On 10/19/13, security responded to Pit 5 in reference to a female patron stealing another patron's chips when he went outside to smoke. After taking the chips, she went to Bobby's Burgers. As she re-entered the casino, she was confronted by security and admitted to taking the chips. She was evicted from the casino.

On 10/22/13, security responded to Pit 6 in reference to a theft of a \$100.00 chip. The subject who had taken the chip was confronted and eventually admitted taking it. The chip was returned to the patron and the subject was evicted from the casino.

On 10/27/13, a male patron reported to security that he was missing \$200.00. A review by surveillance revealed that the patron walked away from the cashier cage and left two (23) \$100.00 lying on the counter. Another male subject took the bills and walked away. The suspect could not be located.

Employee theft: 2

On 10/22/13, a patron reported to the poker table manager that a dealer was taking chips from the table that he was not entitled to and placing them in the toke box. The manager requested a review by surveillance which revealed the dealer inappropriately taking chips on seventeen (17) occasions and placing them in the toke box. Casino management investigated and the dealer was terminated.

Drugs: 1

On 10/27/13, AACOPD responded to valet for a recovery of suspected drugs. A valet attendant discovered a plastic bag containing a powder type substance lying in the valet area. Security responded along with the officer who took possession of the substance. No suspect information was available.

Police response: 12

On 10/5/13, AACOPD responded in reference to a domestic assault (Detailed further in report).

On 10/7/13, AACOPD responded in reference to a VEP violation (Detailed further in report).

On 10/16/13, AACOPD responded in reference to a domestic altercation (Detailed further in report).

On 10/21/13, AACOPD responded to assist with evicting two (2) disorderly subjects (Detailed further in report).

On 10/17/13, AACOPD responded in reference to a report of vandalism to several vehicles. A female subject had been evicted for becoming disorderly and abusive to other patrons in the poker room. She was observed walking through the parking lot when she used a sharp instrument to scratch the paint on six (6) vehicles that she walked past. The responding officer was given all of her information along with the information on the vehicles that were damaged and a report was filed.

On 10/22/13, AACOD responded to an altercation (Detailed further in report).

On 10/20/13, AACOPD responded in reference to an assault (Detailed further in report).

On 10/25/13, AACOPD responded to the garage in reference to an unattended child (Detailed further in report).

On 10/27/13, AACOPD responded in reference to a trespass by a subject who had been banned from the property for three (3) months. A translator was located and through the translator, the subject was instructed not to return to the casino.

On 10/27/13, AACOPD responded to valet for a recovery of suspected drugs (Detailed further in report).

On 10/28/13, AACOPD responded in reference to a VEP violation (Detailed further in report).

On 10/31/13, AACOPD responded in reference to a VEP violation (Detailed further in report).

Facility issues: 1

On 10/13/13, there were numerous power surges causing some of the VLTs to go out of service and then come back on. The problem appeared to be with the power company since the mall next door was experiencing the same problem.

Miscellaneous: 0

Rocky Gap Casino

Underage on casino floor: 0

Intoxicated patrons evicted: 5

On 10/5/13, a male patron who has been a problem in the past, was found to be intoxicated and was threatening other patrons. The subject was evicted from the casino and a cab picked him up and removed him from the property.

On 10/11/13, a male subject was cut off from any further alcohol service. He decided to leave however due to his level of intoxication he was offered some food to allow him some time to sober up. He refused and left the property in his vehicle. MSP was notified and given a description of the vehicle.

On 10/12/13, a male patron who was intoxicated and being disruptive was evicted from the casino.

On 10/21/13, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted and returned to her room in the hotel for the evening.

On 10/27/13, a male patron was identified as being too intoxicated to remain on the gaming floor. The subject was evicted however security was concerned about his condition and the fact that he would be driving. An empty hotel room was located so that he could sleep it off.

Children unattended in vehicles: 0

Excluded persons in casino: 1

On 10/30/13, a female subject who is enrolled in the VEP program was identified as being on the casino floor as well as staying at the hotel. MSP responded and it was explained to the subject that even though she signed up at Maryland Live, the exclusion was for all Maryland casinos. The trooper opted not to charge her with trespass at this time however he did advise her that if she returned she would be charged.

Physical altercations: 0

Theft/Robbery: 3

On 10/18/13, a female patron reported that someone had removed a voucher valued at \$22.75 from the VLT she had been playing. A review by surveillance revealed that a male subject had taken the voucher and was still on the gaming floor. He was confronted by security at which time he produced the voucher. The voucher was returned to the owner and she advised she was satisfied with the results.

On 10/19/13, a male patron reported to security that when he was pulling his hand from his pants pocket, apparently his wedding ring fell off onto the floor. He did not discover it missing until later in the day. A review by surveillance revealed that a female subject picked the ring up and departed the casino. Surveillance was able to obtain a license plate number from her vehicle, and along with her friend's player information, security was able to identify the subject. She was contacted via telephone at which time she admitted to having the ring. Security advised her she had one (1) hour to return the ring or law enforcement would be notified. The subject did return to the casino and gave the ring to security.

On 10/27/13, a female patron dropped a voucher worth \$116.09 on the floor when entering the women's restroom. Another female patron picked up the voucher and proceeded to the redemption machine and cashed out the voucher. Security confronted the suspect and retrieved the money. The victim had already departed and was contacted by phone to come and claim the money.

Drugs: 0

Police response: 3

On 10/6/13, MSP responded in reference to a counterfeit \$1.00 bill.

On 10/10/13, MSP responded in reference to reported damage to a VLT.

On 10/12/13, MSP responded in reference to a counterfeit \$100.00 bill.

Facility issues: 4

On 10/11/13, five (5) VLTs had to be taken out of service and covered with plastic due to water leaking from the ceiling.

On 10/12/13, one (1) VLT had to be taken out of service and covered with plastic due to water leaking from the ceiling. The machine was out of service for approximately three (3) hours.

On 10/13/13, several VLTs had to be taken out of service and covered with plastic due to water leaking from the ceiling. The machines were out of service for approximately six (6) hours.

On 10/18/13, there was a power outage for approximately four (4) minutes. Emergency power was activated and there was no interruption to gaming or any casino operations.

Miscellaneous: 1

On 10/25/13, and again on 10/26/13, fire alarms were activated in the hotel. Although some staff and hotel guests began evacuations, the casino was not affected and there was no full scale evacuation of the resort. An investigation was conducted by

security which led them to a female housekeeping employee. She admitted to setting off the alarms and was suspended pending a review by management.

John Dennison
Casino Compliance Manager