

**Rocky Gap Casino Resort
Controlled Demonstration Response**

Table Games

1. Cards weren't consistently spread across the tables for patrons to observe on all tables.
 - a. **Table Games will review process with floor supervisors and dealers. Cards will be spread face up at the beginning of the shift before the table is open for play.**
2. Hot box from emergency table drop was left on table in count room. A facility operator shall store cash storage and table game drop boxes not attached to a bill validator, including emergency cash storage and table game drop boxes that are not actively in use, in a cabinet or trolley: (1) In the count room; (2) A trolley storage area approved by the Commission.
 - a. **Soft Count and Security will review emergency table drop procedures with Soft Count and Security team members to store hot cash boxes in a locked cabinet or trolley in the Soft Count room.**
3. [REDACTED] doors were not working properly. The casino door and main bank door opened up at the same time.
 - a. **Fixed**
 - b. **The doors were not closing tight enough for the mag lock to catch the armature so the next person through the door will cause a forced open and also a reset to the other doors. Additionally, one door did not have locking wing nuts so bolts on magnetic plate would loosen from the door. Locking wing nuts were added to this door. Vendor repaired this issue.**
 - c. **In the event of a fire alarm, all doors will unlock and a Security officer will be posted [REDACTED]**
 - d. **Two Soft Count employees were unable to unlock the soft count room door, resulting in a 45 second lockout. Soft Count requires a Security officer for dual access to the door. Security dispatch has been provided with the ability to reset the 45 second lockout period.**
4. Wrong copy of credit slip was left at table by Security.
 - a. **Table Games and Security will review fill and credit procedures with Security officers on each shift. Original signature copy always follows the money.**
5. Floor supervisors are not accepting fills/credits in the Konami system.
 - a. **Table Games and IT Trainer will review fill and credit acceptance procedures with Table Games floor supervisors on each shift to ensure fills and credits are accepted via Konami system.**
6. Lock [REDACTED] used to store cards not working.
 - a. **Fixed. Card storage has been moved to a working locked drawer [REDACTED]**
7. Security personnel need additional training counting chips.
 - a. **Security and Cage and IT Trainer will review chip counting processes with Security officers on each shift to ensure all officers know how to count chips.**
8. Roulette display sign not working
 - a. **Roulette display sign will be operational by May 22, 2013.**
9. Card and Dice destruction room to be used as a temporary holding area

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- a. **Correct. When room is utilized as a temporary holding area, patrons will be observed. Casino has posted a sign noting that there is audio and video recording in the card and dice and temporary holding area room.**
- b. **A bench and bolt ring are pending delivery and installation in the room.**
- c. **The Security Plan and/or Internal Controls will be updated to reflect that if an individual is being detained in the room, they will either be secured to the bench and ring or have Security present in the room with the individual.**

Cage

1. No log for Dunbar deposits
 - a. **Cage will create a log for Dunbar deposit.**
2. Cage employees were not including their license number with their signature
 - a. **Cage Manager and IT Trainer will review signature requirements with all cage employees on each shift to include their license number with signatures on all required forms.**
3. Manual key logs were not being fully completed
 - a. **Cage and Security personnel will review key log requirements with all relevant employees on each shift to ensure that manual key logs are completed.**
4. Main bank employee uniforms have pockets
 - a. **Main bank employees are not required to wear uniforms without pockets.**
 - b. **Understanding that the Commission recommends cash handling team members in the Main Bank wear uniforms without pockets, the casino will not be requiring uniforms without pockets.**
5. \$5,000 chips are too large to fit in bird cage tray
 - a. **New chip trays will be ordered for \$5,000 chips by Director of Finance.**
6. Cage supervisor was not aware of manual credit process
 - a. **Cage Manager and IT Trainer will review manual credit processes with all cage personnel on each shift.**
7. Table were not setup correctly in NewWave.
 - a. **Fixed. Tables were incorrectly named in NEWave in the training system and this configuration was imported into the production system.**
8. Counting machines in the cage experienced frequent jams
 - a. **Cage Manager will contact Cummins vendor to calibrate counting machines.**
9. Ingress/Egress log in the cage not being fully completed
 - a. **Cage and Security personnel will review ingress/egress log with Security officers on each shift to ensure all personnel entering the cage will sign on the cage ingress/egress log.**
10. Cashier count-in tape not attached to count sheet
 - a. **Cage Manager and IT Trainer will review the count in/out process with all cage cashiers on each shift.**

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11. Clear bags not being used in trash cans located in cage
 - a. **Cage Manager will ensure only clear bags are being used for cage trash cans.**
12. KCMS system is not correctly reading IDs used to setup patron account.
 - a. **IT will recalibrate scanners and monitor the issue. Please note that sometimes IDs cannot be read if they are dirty or damaged.**
13. TITO ticket generated by TRU was unable to be read/scanned by the Ticket Redemption System.
 - a. **The TRU machines print short pay receipts for validated ticket redemption transactions in the event that the machine cannot dispense the appropriate amount of money. These short pay receipts are taken to the cage, validated via Global Cash Access application and paid from a cashier bank. Cage Manager and GCA Vendor and IT Trainer will review GCA short pay process with cage personnel on each shift.**
14. Supervisor rights not setup for voiding global cash transactions. Staff currently using generic password.
 - a. **IT and GCA Vendor will configure supervisor rights for voiding Global Cash transactions and eliminate generic passwords for all cage personnel for GCA system.**
15. Employees performing main bank inventory at shift change not clearing their hands.
 - a. **Cage Manager and IT Trainer will review hand clearing procedures with all cage personnel on all shifts.**
16. Cabinet key to reserve chips stored [REDACTED] not restricted.
 - a. **Main Bank personnel will move the reserve chips [REDACTED] and seal it and restrict access to the key.**
17. Cage windows not properly configured in the Konami System.
 - a. **IT has switched the Data Card encoders from USB connections to network connections to the workstations and will monitor results. Konami is researching why the cage windows were not properly configured.**
18. The terminal used to process manual jackpots is not located in a secured area with restricted access. Manual jackpot or credit meter payout books, wiz machines or their functional equivalent (NewWave) are required to be maintained in a secured locked cabinet in the cashiers' cage.
 - a. **In the event KCMS system goes down and the casino needs to process manual jackpots, we will process manual jackpots in NEWave from PC terminals inside the cage. IT will include NEWave manual jackpot form access to cage personnel and remove NEWave manual jackpot access from gaming personnel.**

Slots

1. Jackpot Kiosk not working
 - a. **Multiple vendors working on the solution to address the Jackpot Payout Kiosk.**
2. Progressive controller under bar not secured
 - a. **Fixed. Progressive controller secured.**
3. Maintenance issue prevented connectivity between GTECH and Konami systems

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- a. **Century Link was performing maintenance on their microwave tower which caused an outage at the property. Both Global Cash and GTECH run on Century Link lines that were affected. When the maintenance was complete, service was restored.**
4. Approvals for manual jackpots was not setup in the system to require manager authorization/override. Konami personnel corrected this issue.
 - a. **Fixed by Konami personnel to require manager authorization/override.**
5. Asset tags were peeling off VLTs
 - a. **Gaming department replacing asset tags on VLTs as soon as replacement tags arrive.**
6. 3 Bally VLTs were down due to configuration issues
 - a. **Games were mis-optioned by vendor. Correct options will be set before May 22, 2013.**
7. Some VLT bases did not have covers
 - a. **Fixed. All VLT bases have covers.**
8. Pit stanchions not setup
 - a. **Table Games waiting for delivery of table to table style stanchions. Table Games will utilize current large stanchions in the meantime to prevent access to the pit.**
9. The jackpot checklist completed by the property indicated that a verifier is not required to be present when a payment is made to a player for a jackpot of \$1,200 or more. Regulations require that if a jackpot or credit meter payout is \$1,200 or more but less than \$10,000, a security department employee or a gaming operations department attendant or gaming operations department supervisor or above other than the preparer of the document sign the jackpot or credit meter payout document after verifying the:
 - (a) Winning combination of characters on the video lottery terminal and the amount of the jackpot; or
 - (b) Number of accumulated credits; and
 - (c) Payment of the jackpot or credit meter payout to the player;
 - a. **The Gaming Department will update jackpot checklist to reflect verifier requirement as stated above. The Gaming Department will review procedures with Gaming operations and Security team members before each shift.**
 - b. **The jackpot checklist has been updated and the Director of Finance will update the ICs/SOPs and the Director of Compliance will resubmit to the Commission by Friday, May 24, 2013.**

Responsible Gaming

1. Responsible gaming stickers were not on the marketing kiosk
 - a. **Fixed. Marketing installed Responsible Gaming stickers on 4 Atrient kiosks. Responsible Gaming information is also displayed on Atrient Kiosk screens.**

Soft Count

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1. Per the soft count checklist, a second count team member does not manually count and summarize the currency in the cash box used for the test count.
 - a. The first count was performed manually and second count was done on the Cummins machine per direction by the Commission. Please advise if the process needs to be modified to perform the first count with the Cummins machine and the second count manually.
 - b. The test count process will be reviewed with Soft Count personnel to ensure that a manual count process is completed and the checklist will be reviewed to ensure this step is clearly detailed.

IT

1. Facility procedures [REDACTED] to vendors do not include steps to confirm that vendors have submitted a written request to the Commission and received approval to access systems remotely for analysis or technical support.
 - MLGCA Regulations state a manufacturer may not perform [REDACTED] analysis of, or technical support with regard to, a video lottery terminal without: (1) Submission of a written request to the Commission; and (2) The written approval of the Commission.
 - IT has updated the [REDACTED] policy and procedure as directed above and will resubmit for Commission review.

Surveillance & Security

1. Additional cameras needed [REDACTED] to improve coverage
 - a. Installing the wireless access points and power for the remote cameras [REDACTED]
[REDACTED] Ordered cameras – waiting for delivery. Work in progress.
2. Access card reader needs to be installed at employee entrance to improve security
 - a. Employee entrance has monitored camera coverage and the Security dispatch booth is staffed 24 hours per day. Property will [REDACTED]
[REDACTED] restrict access to the casino to authorized personnel only.

May 21, 2013

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Cage

1. ██████████ not fully secured. Individual could enter or exit ██████████ bank.
 - a. **Casino will be adding a Plexiglas partition ██████████ and ██████████ trap.**
 - b. **Plexiglass will be installed on Thursday, May 23, 2013**
2. Cage staff needs additional training to ensure they are aware of internal control requirements.
 - a. **Cage Manager and IT Trainer will review internal control requirements with all cage personnel on each shift.**

Drop Process

1. Drop procedures for table games need to be updated for change to drop team and resubmitted.
 - a. **Director of Finance will update the Table Games drop procedures and the Director of Compliance will resubmit to the Commission.**
2. Security staff not notifying surveillance when the trolley is being moved on the gaming floor.
 - a. **Security is with the soft count trolley ██████████ at all times. Additionally, Security ██████████ the beginning and the end of drop and ██████████**
 - b. **Security and Surveillance will update the drop process ██████████ when the trolley is being moved during the drop.**
3. 2 VLT belly doors on ██████████ were left open by drop team. All doors should be double checked by security staff.
 - a. **Security will observe that doors are closed and locked during the drop process.**
4. Belly door on ██████████ left open by drop team.
 - a. **Security will observe that doors are closed and locked during the drop process.**

Count

1. Count team not clearing hands after touching money and other documents in the cash box.
 - a. **Cage Manager and IT Trainer will review hand clearing procedures with all drop and count team personnel.**

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2. Procedures need to be developed to ensure emergency drop boxes stored [REDACTED] are counted with the drop box for the same table collected at the end of the gaming day.
 - a. **Director of Finance will develop procedures for emergency drop box counts. Cage Manager and IT Trainer will review the procedures for emergency drop box processing with the drop and count personnel.**
3. Test count documentation needs to be developed to ensure test counts are properly performed and documented.
 - a. **Director of Finance will develop documentation for test counts to ensure test counts are properly performed and documented. Cage Manager and IT Trainer will review the procedures for test counts with the drop and count personnel.**
4. Count team needs additional training on the Cummins currency counting machine.
 - a. **Cage Manager and IT Trainer will arrange for additional training on the Cummins currency counting machine with drop and count personnel.**

Slots

1. Base door of VLT on [REDACTED] unlocked.
 - a. **Fixed. Base door is locked.**
2. Base panels on VLT [REDACTED] not secured.
 - a. **Fixed. Base panels are locked.**
3. VLT display on bank 202-01 not functioning.
 - a. **VLT display is being fixed.**
4. No asset sticker on VLT on bank 202-01.
 - a. **Asset sticker being replaced on the VLT.**

Table Games

1. Table games staff not providing copies of error notifications slips to MLGCA Compliance.
 - a. **Director of Gaming and IT Trainer will arrange for additional training on the error notification slips procedure and Director of Gaming will ensure error notification slips will be delivered to MLGCA Compliance.**