



**MASSACHUSETTS GAMING COMMISSION
PUBLIC MEETING# 334**

January 28, 2021
10:00 a.m.

**VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 780 8210**



Massachusetts Gaming Commission



**NOTICE OF MEETING and AGENDA
January 28, 2021**

PLEASE NOTE: Given the unprecedented circumstances resulting from the global Coronavirus pandemic, Governor Charles Baker issued an order to provide limited relief from certain provisions of the Open Meeting Law to protect the health and safety of individuals interested in attending public meetings. In keeping with the guidance provided, the Commission will conduct a public meeting utilizing remote collaboration technology. If there is any technical problem with our remote connection, an alternative conference line will be noticed immediately on our website: MassGaming.com.

Pursuant to the Massachusetts Open Meeting Law, G.L. c. 30A, §§ 18-25, notice is hereby given of a meeting of the Massachusetts Gaming Commission. The meeting will take place:

**Thursday, January 28, 2021
10:00 a.m.**

**Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 780 8210**

All documents and presentations related to this agenda will be available for your review on the morning of January 28, 2021 by [clicking here](#).

PUBLIC MEETING - #334

1. Call to order.
2. Approval of Minutes
 - a. September 30, 2020
 - b. October 1, 2020
3. Administrative Update – Karen Wells, Executive Director
 - a. On-site Casino Updates – Loretta Lillios, Interim Director of IEB/Chief Enforcement Counsel/Deputy Director; Bruce Band, Assistant Director, Gaming Agents Division Chief
 - b. MGC-ITS Gaming Technical Compliance Update – Katrina Jagroop-Gomes, Chief Information Officer; Scott Helwig, Gaming Technical Compliance Manager; Priya Gandotra, Gaming Technical Compliance Engineer



Massachusetts Gaming Commission

4. Research and Responsible Gaming – Mark Vander Linden, Director of Research and Responsible Gaming
 - a. Positive Play Initiative - Mark Vander Linden, Director of Research and Responsible Gaming; Teresa Fiore, Program Manager; Marlene Warner, Executive Director, Massachusetts Council on Gaming and Health; Dr. Richard Wood, Gamres

5. Legal Division – Todd Grossman, General Counsel
 - a. 205 CMR 134.01: Key Gaming Employee Licensees. This amendment will allow licensees to bring in staff from a sister property in an emergency situation to serve as Key Gaming Employees without requiring licensure – and Amended Small Business Impact Statement, for approval to move through the final promulgation process – Carrie Torrisi, Associate General Counsel **VOTE**
 - b. 205 CMR 134.02: Gaming Employee Licensees. This amendment will allow licensees to bring in staff from a sister property in an emergency situation to serve as Gaming Employees without requiring licensure – and Amended Small Business Impact Statement, for approval to move through the final promulgation process – Carrie Torrisi, Associate General Counsel **VOTE**

6. Investigations and Enforcement Bureau – Loretta Lillios, Deputy Director, Investigations and Enforcement Bureau Director
 - a. Juvenile Records Review Update – Loretta Lillios, Deputy Director, Investigations and Enforcement Bureau Director; Todd Grossman, General Counsel; Jill Griffin, Director of Workforce, Supplier and Diversity Development
 - b. Independent Directors Gaming Vendor Primary Status Update – Loretta Lillios, Deputy Director, Investigations and Enforcement Bureau Director, Katherine Hartigan, Senior Enforcement Counsel

7. Racing Division – Dr. Alex Lightbown, Director of Racing
 - a. 2019 Plainridge Racecourse Unpaid Winnings – Dr. Alex Lightbown **VOTE**
 - b. 2019 Suffolk Downs Unpaid Winnings – Dr. Alex Lightbown **VOTE**
 - c. 2019 Wonderland Park Unpaid Winnings – Dr. Alex Lightbown **VOTE**
 - d. 2019 Raynham Park Unpaid Winnings – Dr. Alex Lightbown **VOTE**
 - e. Authorization for CFAO to Pay Out Funds Once Approved by Commission – Dr. Alex Lightbown **VOTE**

8. Commissioner Updates

9. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.



Massachusetts Gaming Commission

10. Executive Session

- a. The Commission anticipates that it will meet in executive session to review minutes from previous executive sessions convened in accordance with G.L. c. 30A, §20(a)(3) in order for the Commission to discuss strategy with respect to litigation where such discussion at an open meeting may have had a detrimental effect on the Commission's litigating position. The public session of the Commission meeting will not reconvene at the conclusion of the executive session.

I certify that on this date, this Notice was posted as "Massachusetts Gaming Commission Meeting" at www.massgaming.com and emailed to: regs@sec.state.ma.us, melissa.andrade@state.ma.us.

January 26, 2021

Cathy Judd-Stein, Chair

Date Posted to Website: January 26, 2021 at 10:00 a.m.



Massachusetts Gaming Commission



Massachusetts Gaming Commission Meeting Minutes

Date/Time: September 30, 2020 – 9:00 a.m.

Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5293
MEETING ID: 111 339 7899

Present: Chair Cathy Judd-Stein
Commissioner Gayle Cameron
Commissioner Enrique Zuniga
Commissioner Bruce Stebbins
Commissioner Eileen O'Brien

Given the unprecedented circumstances, Governor Charles Baker issued an order to provide limited relief from certain provisions of the Open Meeting Law to protect the health and safety of the public and individuals interested in attending public meetings during the global Coronavirus pandemic. In keeping with the guidance provided, the Commission conducted this public meeting utilizing remote collaboration technology.

Call to Order

9:00 a.m. Chair Cathy Judd-Stein called to order public meeting #321 of the Massachusetts Gaming Commission (Commission).

The Chair confirmed a quorum for the meeting with a Roll Call. The following Commissioners were present:

*Commissioner Cameron
Commissioner O'Brien
Commissioner Zuniga
Commissioner Stebbins
Chair Judd-Stein*

Plainridge Park Casino License Renewal

9:03 a.m. **License Renewal Process**
Executive Director Karen Wells thanked everyone for all of their hard work on the renewal review.

Construction Project Oversight Manager Joe Delaney provided an overview of the gaming license renewal process. He recalled that the Commission voted to accept PPC's June application as timely. He then discussed the application, the performance reviews, the public hearing held on September 16, 2020. Mr. Delaney stated that after each presentation, questions will be taken from the Commission. After questions, he will discuss the proposed license conditions, then provide an update from PPC, and then the Commission can vote on the application.

9:09 a.m. **Massachusetts Gaming Commission Staff Testimony**

Investigation and Enforcement Bureau (IEB)

Interim IEB Director Loretta Lillios, with Senior Supervising Gaming Agent Andrew Steffen, Assistant Director and Gaming Agents Division Chief Bruce Band, and Massachusetts State Police Captain Brian Connors, testified regarding the PPC license renewal. Ms. Lillios reminded the Commission that PPC and its qualifiers had previously been deemed suitable.

9:12 a.m. Mr. Steffen reported on PPC's compliance with the approved system of Internal Controls, the floor plan, the surveillance plan, the slot machine operation plan, the credit procedures/suspension of credit policies, and the compliance with the terms of the gaming beverage license. Mr. Steffen continues to monitor those items daily and stated that PPC remains in compliance with all of the license requirements.

9:15 a.m. The Chair asked whether the gaming floor certification considered COVID-19 guidelines, and Mr. Steffen answered in the affirmative.

9:16 a.m. Mr. Steffen indicated that there have not been any issue with the storage of alcoholic beverages.

9:17 a.m. **Gaming Enforcement Unit (GEU)**

Captain Connors reported on PPC's compliance with security and surveillance measures. PPC has in place an emergency and critical incident plan that includes evacuation procedures and responses for such incidents. Any incidents that arose at PPC were all dealt with smoothly, and they worked closely with the Gaming Enforcement Unit and local Police Department. He also indicated that having law enforcement on-site is critical for a prompt response.

The GEU has not identified any additional licensing conditions in this area, and overall, the relationship is strong, and the process and the responses have been strong.

9:23 a.m. Commissioner Cameron asked if Captain Connors feels that this positive report is due to the collaboration between entities. Captain Connors responded that he is

confident that this will continue. Commissioner Cameron stated that this is not always the case and that she is happy with what she has observed.

9:28 a.m. **Finance and Accounting Division**

CFAO Derek Lennon introduced the individuals who worked on this report (Mr. Lennon, Douglas O'Donnell, Revenue Manager, and PPC CFO Dana Fortney). He reviewed compliance in several categories and indicated the licensee was compliant with daily tax reporting, gaming revenue and taxes, the annual audit, and capital expenditure plan. Further, the \$100,000 renewal fee was paid on June 16, 2020.

Concerning the capital expenditure plan, Mr. Lennon recommended that PPC include contributions to this account (rather than incorporate contributions into quarterly spend figures) into the quarterly report. Aside from this recommendation, Mr. Lennon stated that he finds PPC compliant with its reporting obligations.

9:35 a.m. Commissioner Zuniga asked why the timely remittance is not 100 percent. Mr. Lennon explained the circumstances for this.

9:37 a.m. **Legal Division**

Mr. Grossman reported on compliance with obligations relative to the State Lottery. He reported that by all accounts, PPC is in material compliance with its obligations.

9:40 a.m. Mr. Grossman indicated that there is no need for any amendments to the terms of the existing lottery agreement. Representatives of the State Lottery indicated that they were satisfied with PPC's performance.

9:43 a.m. Mr. Grossman confirmed that there is no expiration date for the Lottery agreement.

9:43 a.m. Next, Mr. Grossman reported PPC's compliance with the obligations relative to intercept of past-due child support and tax liability which is overseen by the Department of Revenue. He noted a few instances of non-compliance as documented in a memorandum in the Commissioners' Packet. However, he stated that in conclusion, even considering those few cases, PPC can be deemed in material compliance with its legal intercept obligations.

9:47 a.m. **Racing Division**

Dr. Lightbown described that PPC has been in compliance with its license requirements that pertain to horse racing. She also identified a new 7-year agreement between PPC and the HHANE that provides for 110 days of racing each year.

9:50 a.m. **Information Technology Division (I.T.)**

Katrina Jagroop-Gomes, Chief Information Officer, introduced Scott Helwig, Gaming Technical Compliance Manager, Kevin Gauvreau, Senior Converged Engineer, and Priya Gandotra, Gaming Technical Compliance Engineer. She stated that her team would be reporting on I.T. and gaming technical compliance.

- 9:52 a.m. Mr. Helwig reported on the certification and verification of Electronic Gaming Device (EGD) software, certification of property online monitoring and the validation system. He suggested that PPC has been in compliance with the technical obligations he reported on.
- 9:56 a.m. Next, Ms. Jagroop-Gomes reviewed PPC's Information Security Plan (ISP). She did not recommend any additional license recommendations and considered PPC to have been in compliance with their related obligations.
- 10:02 a.m. **Workforce, Supplier and Diversity Development**
Jill Lacey Griffin, Director, and Crystal Howard, Program Manager, reported on PPC's compliance with the Workforce, Supplier, and Diversity Development related matters.
- She reviewed a memo with the Commission, reporting PPC's status of compliance with several programs including the Impacted Live Entertainment Agreements, MOU between the Commission and the Massachusetts Casino Careers Training Institute (MCCCI), compliance with license conditions for Affirmative Marketing Programs for businesses in G.L. c. 23K, § 21(a)(21)(i-iii), the affirmative action program for equal opportunity to residents identified in G.L. c. 23K, § 21(a)(22), the plan to identify and market, and the regional tourism marketing and hospitality plan. She also noted compliance with Vendor spending plan in Massachusetts, Vendor diversity, Employment goals (including hiring numbers and diversity), a workplace plan for Operational hiring commitments, Compliance with average wage scales, and a procurement plan for Operational Goods and Services.
- 10:15 a.m. Ms. Griffin corrected an editing error in the memorandum in the Commissioners' Packet, for the record.
- 10:19 a.m. The Chair asked for clarification on the goal of hiring women in the memorandum. Ms. Griffin clarified that the goal was 50 percent, and PPC's Kathy Lucas stated that PPC had reached 52 percent.
- Ms. Griffin indicated that both PPC's updated Tourism and Hospitality Plan and the new Operational Goods and Services Procurement Plan will need to be approved by the Commission at a future date.
- 10:24 a.m. Commissioner O'Brien asked Ms. Griffin to expound upon the licensee's efforts to hire women during construction. Ms. Griffin stated that there were generally not enough women available to work on this project. She then noted that this

issue shed light on the economy and other factors around where the women are located and other challenges.

- 10:31 a.m. Commissioner Stebbins reminded the Commission that the point person for diversity for Turner Construction was a woman who made a very aggressive effort to try to meet the numbers on female construction. He noted that many PPC employees live in Rhode Island. Ms. Griffin stated that PPC has pledged to work with the community colleges and have committed to recruiting from Massachusetts, and those efforts are evident in the results.
- 10:34 a.m. The Chair asked how, in light of the pandemic, the Commission will hold licensees accountable and provide support to ensure the local hires and Massachusetts hires and leverage a new, higher unemployment rate. Ms. Griffin replied that there might no longer be a challenge to hire locally as a result, and they may surpass their goals.
- 10:36 p.m. **Research and Responsible Gaming**
Mark Vander Linden, Director of Research and Responsible Gaming, and Teresa Fiore, Program Manager of Research and Responsible Gaming, presented PPC's compliance with responsible gaming related matters. Mr. Vander Linden reviewed PPC's status of compliance with statutory and regulatory requirements. He described the Voluntary Self-Exclusion (VSE) program, the Voluntary Credit-Suspension (VSC) program, GameSense Info Centers (GSIC), the PlayMyWay (PMW) program, and the PPC Responsible Gaming Program. Mr. Vander Linden stated that he supported Plainridge Park Casino's re-licensure and does not recommend any additional license conditions.
- 10:44 a.m. There was discussion about the VSE list participant numbers and whether they are separated by licensee, as well as the effectiveness of the program.
- 10:53 a.m. **Ombudsman's Office**
Construction Project Oversight Manager Mr. Joe Delaney provided the Commission with the Ombudsman's Office Report on PPC Compliance over the term of the initial five-year license.
- He reported compliance issues regarding the RFA-2, specifically on-site daycare, non-gaming amenities (outdoor events on the infield), and the food court which was planned to have four spaces. He mentioned that PPC has connected with Care at Work and Care.com to help satisfy an alternative accommodation to the on-site daycare. He stated that the staff agrees that PPC is in substantial compliance with its RFA-2.
- He also reviewed the compliance status with the Host and Surrounding Community Agreements and Section 61 Findings concerning public transportation and a transportation program. He noted that the Section 61 finding

to create a plan with Greater Attleboro Taunton Regional Transit Authority (GATRA) has not been resolved.

10:59 a.m. Mr. George announced that PPC has reached a verbal agreement with the GATRA bus line to provide services and connect the MBTA, Patriot Place and Wrentham. Mr. George will work with them to finalize the MOU that will be effective for one year and anticipates service to commence on October 15, 2020.

11:02 a.m. Mr. Delaney thanked Mr. George, PPC Compliance Manager Lisa McKenney, and all staff for their collaborative efforts to provide information and work with the Ombudsman's Office.

11:03 a.m. Commissioner Stebbins congratulated Mr. George and Mr. Delaney on the agreement with GATRA as it will benefit reverse commuters.

The Commission took a ten-minute recess.

11:19 a.m. **Review of License Conditions**
Mr. Delaney reviewed with the Commission how staff arrived at the proposed license conditions.

Next, Mr. Delaney walked the Commission through the draft license conditions listed in the document in the Commissioners' Packet entitled, "Renewal of Category 2 Gaming License Awarded to Plainville Gaming and Redevelopment, LLC (D/B/A Plainridge Park Casino)."

11:23 a.m. Mr. Delaney then clarified specific edits that need to be made on the document outlining the conditions. Ms. Griffin added details about training and recruitment using community colleges and one-stop career centers. Mr. Delaney described some older plans that may require some updating particular around future construction. Mr. Grossman added further clarifications around G.L. c. 23K and sections 18 and 21.

11:31 a.m. The Chair asked whether the construction goals discussed would apply to capital expenditures and capital improvements going forward. Mr. Delaney said current MGC reporting regulations state that improvements using CapEx would require compliance with workforce requirements. He added that use of vendors would be covered by the affirmative marketing program.

11:42 a.m. The Commissioners reached an agreement as to the conditions.

11:45 a.m. The Chair stated that Penn National Gaming would like to make an announcement before the vote. She introduced Erin Chamberlin, Senior Vice President of Regional Operations for Penn National, who informed the Commission that Lance George earned a promotion and will be Riverside Casino's general manager in Kansas City, MO. Pending all regulatory approvals, they have asked North

Grounsell to take on the general manager's role for PPC. He has submitted his gaming license application and will work with Mr. George to ensure a smooth transition. He will be in place later this year after confirming his license is in effect.

- 11:50 a.m. The Chair and Commissioners made positive remarks in support of Mr. George's service and promotion, thanking him for helping PPC be a success, and welcomed Mr. Grounsell in his new role.
- 11:56 a.m. Ms. Lillios stated that the general manager must be licensed as a Key Employee and noted the status of the IEB's and Licensing Division's investigation. His status does not interfere with the decision before them today. He can be provided a temporary Key Gaming Employee license during this process.

Commission Vote

- 12:00 p.m. *Commissioner Stebbins moved that the Commission renew the Category 2 gaming license awarded to Plainridge Gaming and Redevelopment, LLC for a term of 5 years commencing June 24, 2020, in accordance with the terms and conditions set out in the renewal determination that the Commission has reviewed. Commissioner Zuniga seconded the motion.*
Roll Call Vote:
Commissioner Cameron: Aye.
Commissioner O'Brien: Aye.
Commissioner Zuniga: Aye.
Commissioner Stebbins: Aye.
Chair Judd-Stein: Aye.
The motion passed unanimously.
- 12:03 p.m. The Commissioners made remarks in appreciation for PPC's successful operations in the last five years and look forward to another five years of smooth operations.
- 12:11 p.m. Jay Snowden, President and Chief Executive Officer of Penn National, expressed his gratitude to the Commission and stated that this is a special day in history for them.
- 12:18 p.m. *Commissioner Cameron moved to adjourn. Commissioner Stebbins seconded the motion.*
Roll Call Vote:
Commissioner Cameron: Aye.
Commissioner O'Brien: Aye.
Commissioner Zuniga: Aye.
Commissioner Stebbins: Aye.
Chair Judd-Stein: Aye.
The motion passed unanimously.

List of Documents and Other Items Used

1. Notice of Meeting and Agenda dated September 30, 2020
2. Memorandum: Gaming Agents' Division Report on PPC's Current Compliance dated September 21, 2020
3. Memorandum: Gaming Enforcement Unit Report on PPC Compliance Over Term of Initial License dated September 22, 2020
4. Memorandum: Finance Division's Report on Plainridge Park Casino's Compliance During Initial License Term dated September 30, 2020
5. Compliance with Obligations Relative to Intercept for Past-Due Child Support or Tax Liability dated September 30, 2020
6. Compliance with Obligations Relative to the State Lottery dated September 30, 2020 dated September 30, 2020
7. Memorandum: Division of Racing Report on Plainridge Park Casino Compliance Over Term of Initial License dated September 23, 2020
8. Plainridge Park Casino – Information Technology and Gaming Technical Compliance Review for Renewal Application dated September 30, 2020
9. Workforce, Supplier and Diversity Development Dept. on PPC Compliance over Term of Initial Lease dated September 30, 2020
10. Memorandum: Plainridge Park Casino Re-Licensure dated September 30, 2020
11. Memorandum: Ombudsman's Office Report on PPC Compliance over Term of Initial License dated September 25, 2020
12. Renewal of Category 2 Gaming License Awarded to Plainville Gaming and Redevelopment, LLC (D/B/A Plainridge Park Casino)



Massachusetts Gaming Commission Meeting Minutes

Date/Time: October 1, 2020 – 10:00 a.m.

Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5293
MEETING ID: 112 241 9137

Present: Chair Cathy Judd-Stein
Commissioner Gayle Cameron
Commissioner Enrique Zuniga
Commissioner Bruce Stebbins
Commissioner Eileen O'Brien

Given the unprecedented circumstances, Governor Charles Baker issued an order to provide limited relief from certain provisions of the Open Meeting Law to protect the health and safety of the public and individuals interested in attending public meetings during the global Coronavirus pandemic. In keeping with the guidance provided, the Commission conducted this public meeting utilizing remote collaboration technology.

Call to Order

10:00 a.m. Chair Cathy Judd-Stein called to order public meeting #322 of the Massachusetts Gaming Commission (Commission).

The Chair confirmed a quorum for the meeting with a Roll Call. The following Commissioners were present:

*Commissioner Cameron
Commissioner O'Brien
Commissioner Zuniga
Commissioner Stebbins
Chair Judd-Stein*

Administrative Update

10:03 a.m. The meeting was convened for purposes of discussing the hiring process for a new Director of the IEB. It was noted that interim IEB Director Loretta Lillios would not be joining the call.

Executive Director Karen Wells worked with Commissioner Cameron on a draft of the job posting for the position. The purpose of the review at the meeting was to gather input from the commissioners to attain a consensus so that the position may be posted and a competitive process for hiring may ensue.

Ms. Wells shared the draft document including the statutory description of the position. The Commission reviewed the draft job posting and discussed the language therein.

10:07 a.m. There was discussion about the relation between the position and the executive director.

10:10 a.m. Ms. Wells discussed the need for the executive director to perform certain administrative functions including human resources, budget, salary, administrative, and workspace issues. There is an expectation that there would be a connection between the executive director and the director of the IEB in that capacity.

10:12 a.m. There was discussion around the statutory language being quoted in the job description, and that it would be beneficial for a candidate to know the language and how it would be implemented.

10:18 a.m. The delegation of the chair's statutory authority to oversee the IEB was discussed. The Chair stated that she is not comfortable delegating statutory authority, but instead, inclined to request assistance in accomplishing the work of the commission.

10:19 a.m. Ms. Wells provided a general overview of the four divisions within the IEB. She noted the statute's language and required coordination with Massachusetts State Police and the Attorney General's office and that it is important to note the IEB is a law enforcement agency.

10:20 a.m. Ms. Wells then reviewed the duties and responsibilities section of the draft position posting with the Commission. She stated that everything, including the gaming agents division, is overseen by the director of the IEB. She noted the importance of continually reviewing, developing, and documenting policies and procedures within the IEB.

10:26 a.m.

- 10:27 a.m. There was discussion about the statutory language that describes the day-to-day supervision and control of the IEB, as well as the responsibility to evaluate, hire and remove the IEB Director, and the responsibility of the Chair and the executive director.
- 10:30 a.m. Commissioner O'Brien suggested that language directly from the statute (G.L. c.23K, section 6(a)) relative to the authority and responsibility of the IEB director be inserted into the posting. It was agreed that this was prudent.
- There was discussion about who evaluated the IEB Director's performance, the need for independence of the IEB Director and avoiding conflict, the connection with the Executive Director relative to the administrative functions, and the oversight of investigations.
- There was then discussion as to how best to evaluate the director of the IEB.
- 11:03 a.m. The Commission resolved to expand on the second to the last bullet, to designate this position to work in coordination with the Executive Director on issues involving other departments including I.T., finance, communications, and human resources.
- 11:06 a.m. Next, Ms. Wells reviewed the Skills and Qualifications section of the draft job description with the Commission. Edits were made to parallel the standards this position is held to, to mirror the licensees' standards.
- Other edits were made to this section concerning finance and public presentations.
- 11:19 a.m. There was a discussion around diversity requirements in the posting.
- 11:27 a.m. Next, the Commission discussed a strategy for posting the position. There will be a four-week posting period with an option for a cover letter and a resume to be submitted to the appropriate system.
- 11:32 a.m. Workforce, Supplier, and Diversity Development Director Jill Griffin suggested some specific minority groups to contact to promote the position.
- 11:38 a.m. The Chair suggested that the Commission meet in executive session in accordance with G.L. c. 30A, §21(a)(3) to discuss strategy with respect to litigation as a discussion of the subject matter at an open meeting may have a detrimental effect on the litigating position of the Commission. The public session of the Commission meeting would not reconvene at the conclusion of the executive session.
- 12:18 p.m. *Commissioner Cameron moved to go into executive session. Commissioner Stebbins seconded the motion.*

Roll Call Vote:

Commissioner Cameron: Aye.

Commissioner O'Brien: Aye.

Commissioner Zuniga: Aye.

Commissioner Stebbins: Aye.

Chair Judd-Stein: Aye.

The motion passed unanimously.

List of Documents and Other Items Used

1. Notice of Meeting and Agenda dated October 1, 2020
2. Job posting for director of the IEB

DRAFT



GAMING TECHNICAL COMPLIANCE (GTC) OVERVIEW

MGC CENTRAL MONITORING SYSTEM (CMS)

KATRINA JAGROOP-GOMES, CHIEF INFORMATION OFFICER
SCOTT HELWIG, GAMING TECHNICAL COMPLIANCE MANAGER
PRIYA GANDOTRA, GAMING TECHNICAL COMPLIANCE ENGINEER

JANUARY 28, 2021

REGULATIONS – 205 CMR

143 - GAMING DEVICES AND ELECTRONIC GAMING EQUIPMENT

- All Sub-sections of this Regulation.

144 - APPROVAL OF SLOT MACHINES AND OTHER ELECTRONIC GAMING DEVICES AND TESTING LABORATORIES.

- 144.04 - Required Testing by Independent Testing Laboratories
- 144.06 - Independent Testing Laboratory Certification and Auditing

145 - POSSESSION OF SLOT MACHINES AND OTHER ELECTRONIC GAMING DEVICES

151 - REQUIREMENTS FOR THE OPERATIONS AND CONDUCT OF GAMING AT A GAMING ESTABLISHMENT

138 - UNIFORM STANDARDS OF ACCOUNTING PROCEDURES AND INTERNAL CONTROLS

139 - CONTINUING DISCLOSURE AND REPORTING OBLIGATIONS OF GAMING LICENSEES

- 139.15 – 17 Due to references to GLI-13



GAMING LABORATORIES INTERNATIONAL STANDARDS

GLI – 11 Gaming Devices

GLI – 12 Progressive Gaming Devices in Casinos

GLI – 13 Online Monitoring and Control Systems (MCS) and Validation Systems in Casinos

GLI – 16 Cashless Systems in Casinos

GLI – 17 Bonusing Systems in Casinos

GLI – 18 Promotional Systems in Casinos

GLI – 20 Kiosks

GLI – 21 Client Server Systems

GLI – 25 Dealer Controlled Electronic Table Games

GLI – 28 Player User Interface Systems



GTC DAILY TASKS

GTC LAB

- Used to complete tests on specific features of the CMS used in Mass
- Used to test newly licensed vendors and new EGDs from current licensed vendors
- Relicensing verification of Licensee back of house systems

Certified Independent Testing LABs (CITLs)

- Gaming Laboratories International (GLI)
- BMM Test Labs
- The GTC reviews the certification letters provided by the LABS
- They provide methods for searching certifications as well as weekly, monthly, and yearly certification reports

Data Accuracy

- Broad reviews of all Gaming Floors compared to the MGC-CMS DB
- Investigate Accounting discrepancies raised by the MGC Finance Team
- Program Validation Disable investigations



GTC PARTNERSHIPS

IEB

- Send RTP reports monthly
- Provide PAR sheets when requested
- Any additional requests made from the Agents

Accounting

- Meter investigations
- Financial reporting accuracy

Reports

- Assist with relicensing investigations
- OOS report
- Ad-Hoc reports

Research & Responsible Gaming

- PlayMyWay
- Section 97
- Voluntary Self-Exclusion



NETWORK OPERATIONS CENTER (NOC)

NOC Team

- Manager and Supervisors
- Operators
- QA Engineer
- System Administrator
- Network Engineer
- 24/7 Monitoring & Support



Central Monitoring System (CMS)

- 24/7 Communication
- Compliance
- Finances
- Security



CMS FEATURES

Compliance

On-Demand Verification

- Feature allows for automated and on-demand verification of EGDs software verification.

Communication Monitoring

- The Intelligen System provides 24/7 communication monitoring in real time.

Finance

Daily Invoicing

- The IGT Intelligen System provides daily invoicing of required taxes.

Accounting Monitoring

- Intelligen provides Master and Period Meters for accounting reconciliation and auditing.

Security

Command & Control

- The Intelligen System provides the operator the ability to enable and disable the EGDs that are connected to it.

Anti-Money Laundering

- The Intelligen system provides a customizable and configurable solution to assist the MGC with AML detection at each property.



DATA ARCHIVE

Data Warehouse (DWH) – The data warehouse is MGC’s repository for specific tables of information collected daily from the Intelligen CMS.



QUESTIONS?





Measuring responsible gambling in Massachusetts

Benchmarking with the
Positive Play Scale

Report prepared by:

Dr Richard Wood

Gamres Limited

Dr Nassim Tabri

Department of Psychology

Carleton University



Three key questions about RG strategy



How do we know it works?

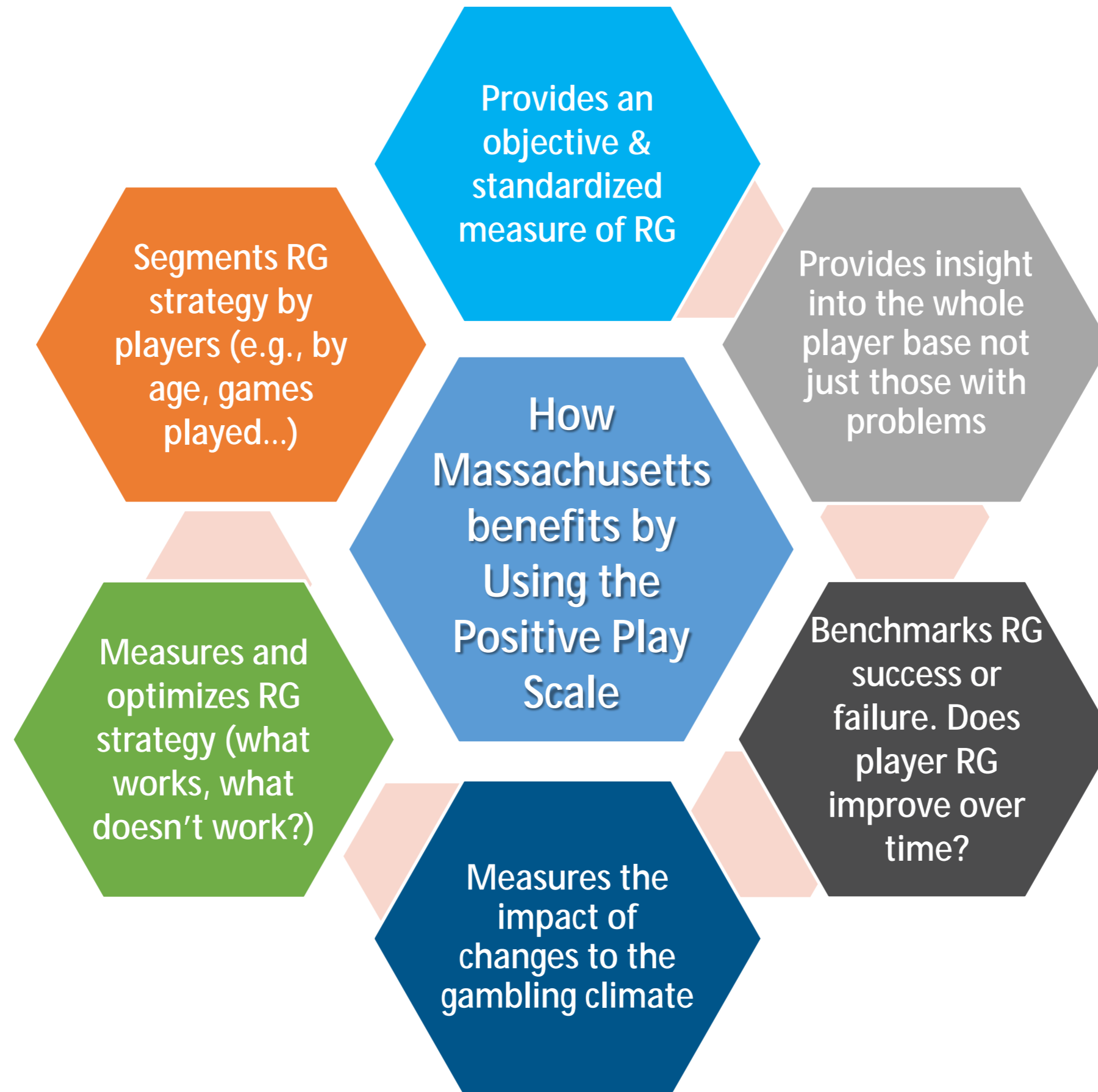


Which parts work the best?



What works best for different players?



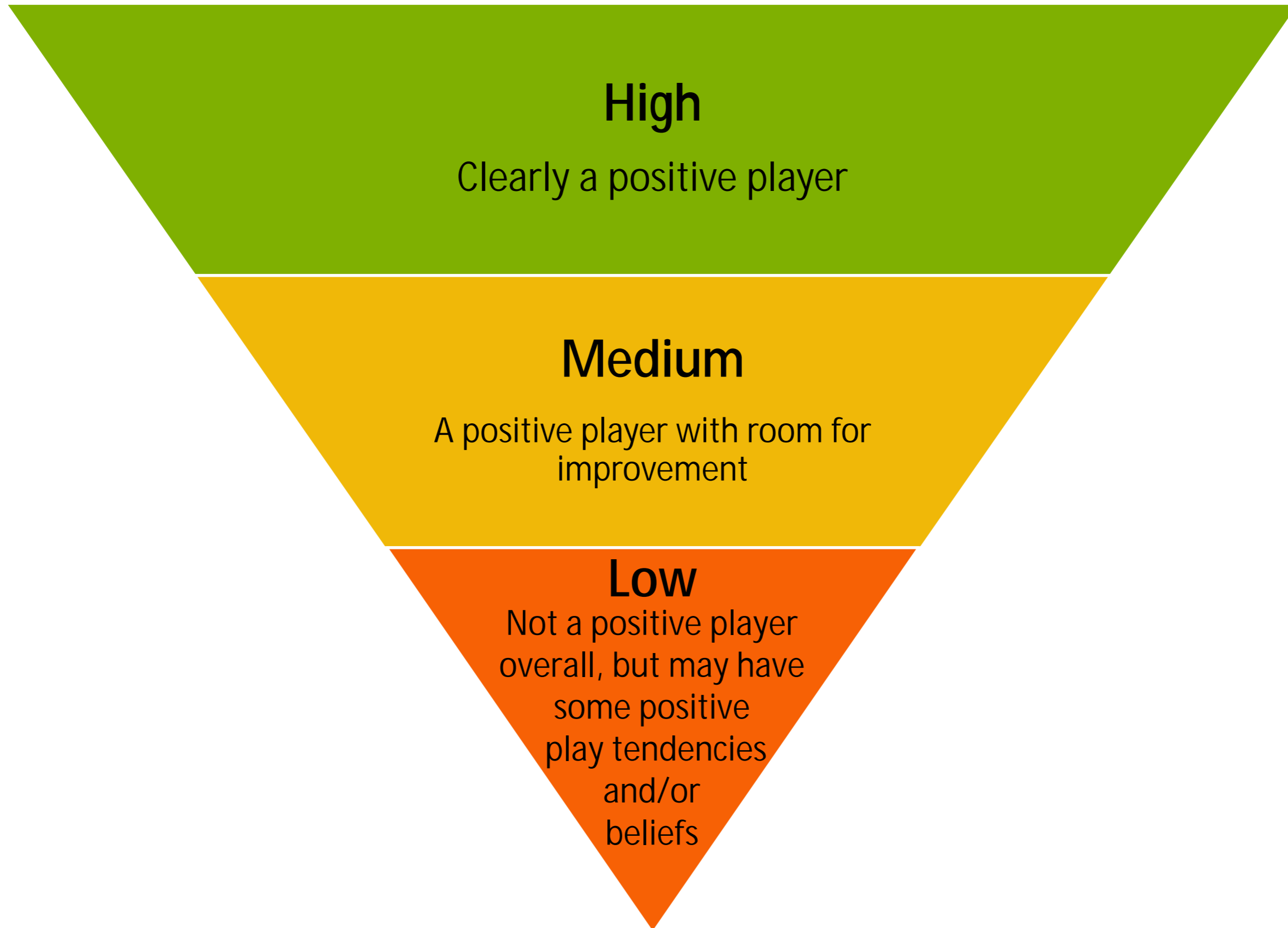


The Positive Play Scale has two belief elements:



The Positive Play Scale has two
behavior elements:





01

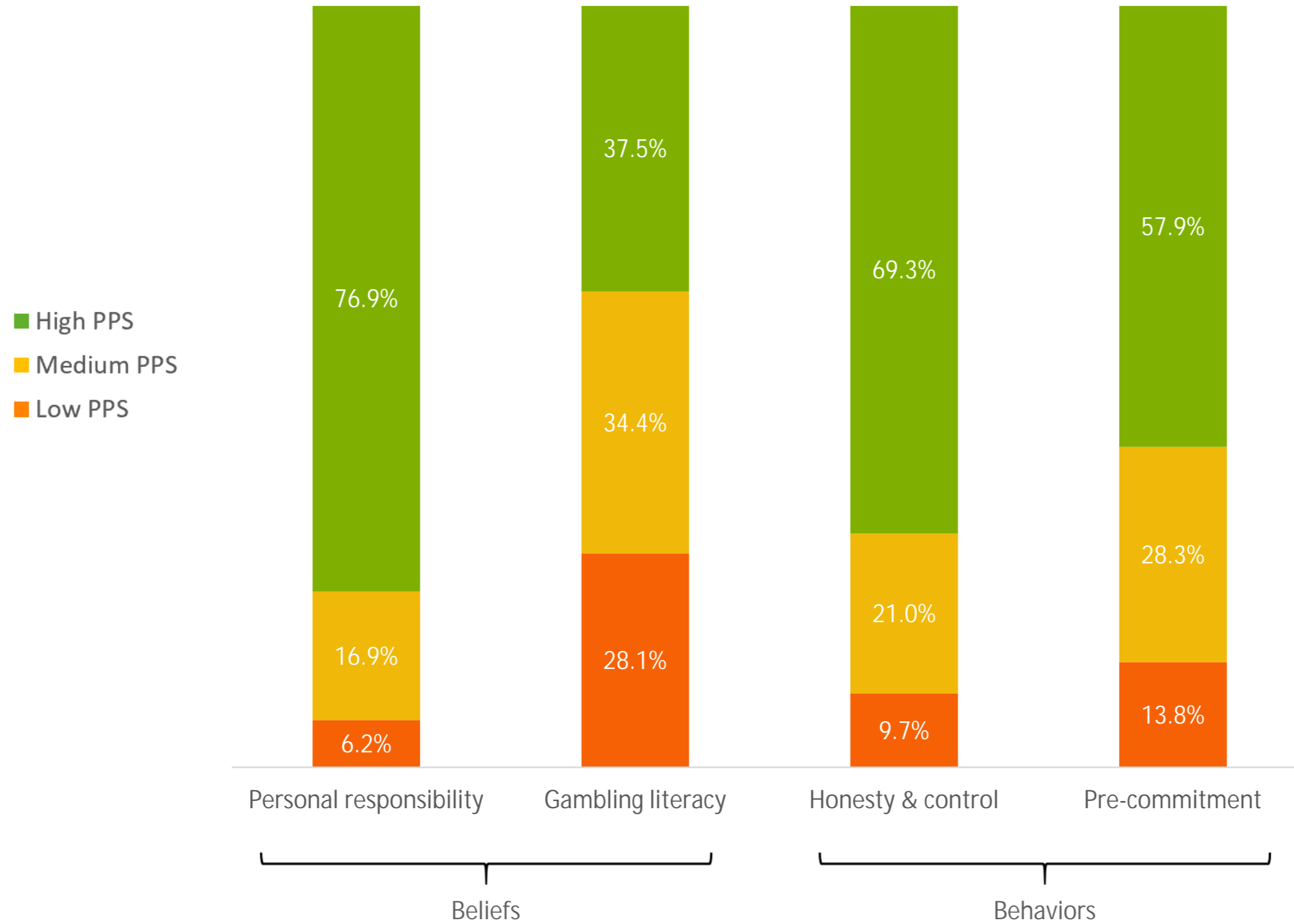
Positive Play in
Massachusetts



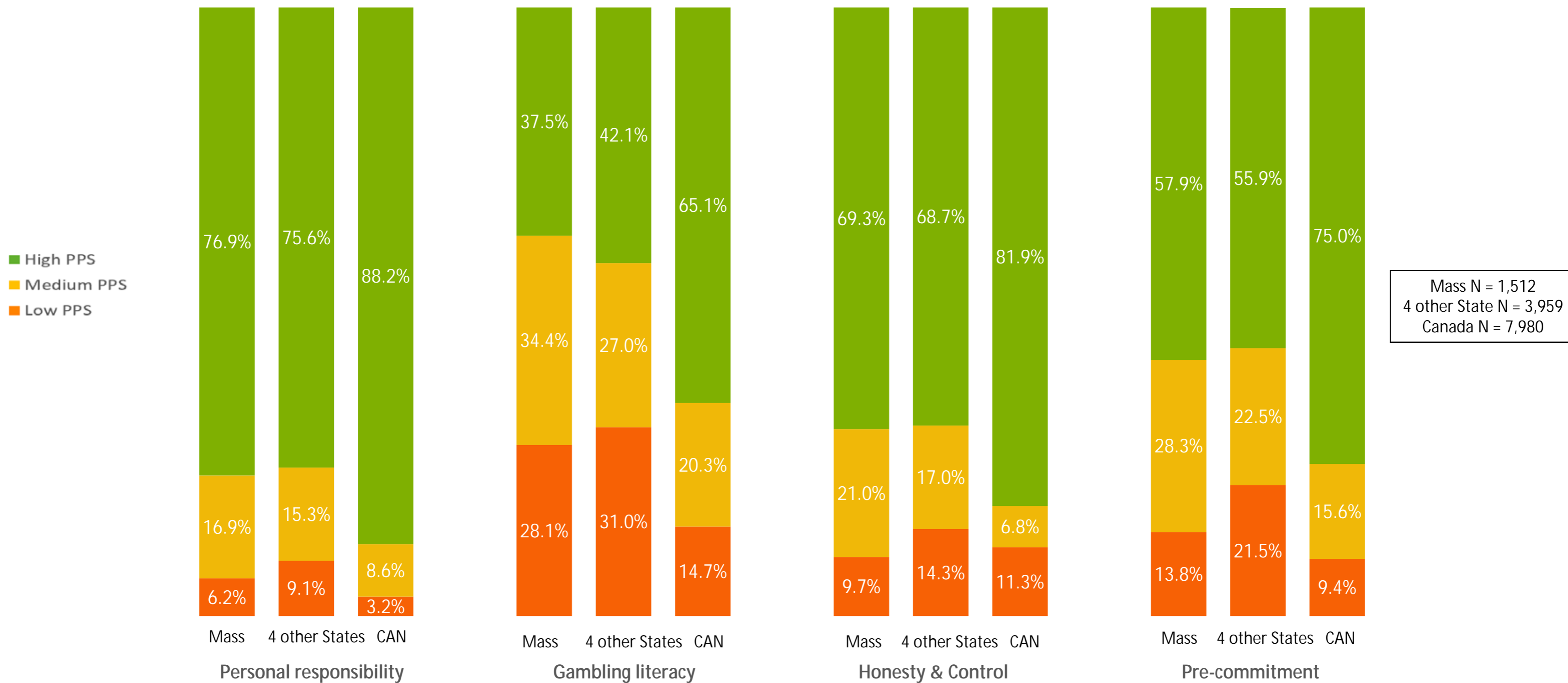
Measuring responsible gambling in Massachusetts

- ü During September-October 2020, 1,512 Massachusetts players were recruited by a third-party survey company.
- ü 100% of the sample had played on at least one game in the last 12 months and 50% had gambled at a Massachusetts casino in the last 12 months. There was an equal number of males/females and the sample was representative by age group.
- ü The survey was conducted online and included both the PPS the Problem Gambling Severity Index (PGSI), general demographic questions and questions about the frequency of gambling before, during and after COVID-19 lockdown periods when casinos in Massachusetts were closed, as well as attitudes towards and awareness of various responsible gambling initiatives.
- ü The purpose of the study was to identify benchmark PPS scores (i.e., how responsible are Massachusetts players?), to identify specific areas where responsible gambling could be further supported and to discover which player segments were most and least responsible. In addition, to develop a better understanding of gambling during a pandemic lockdown and how players might be supported during such times.

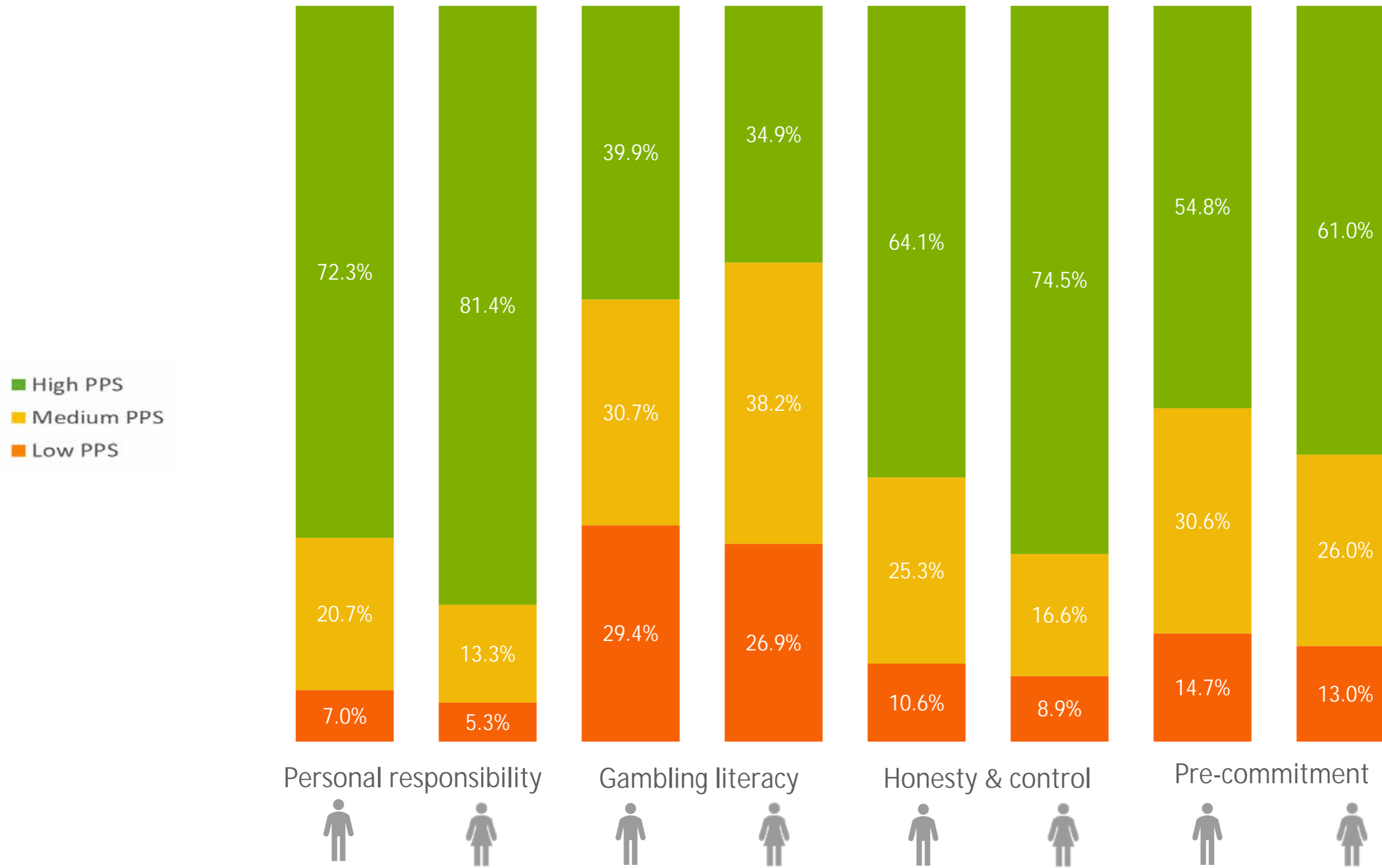
PPS scores: all players



PPS scores: Comparison of players in Massachusetts with players in four other US states and Canada

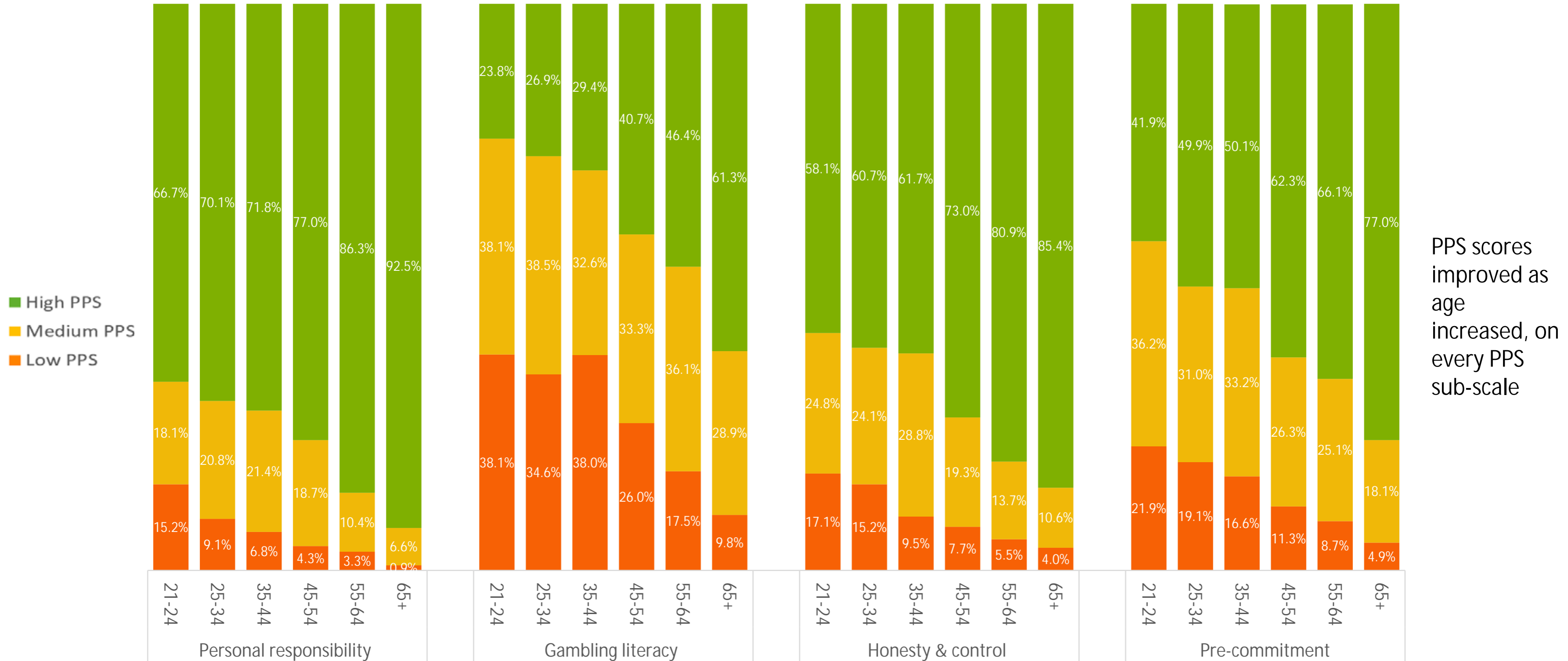


PPS scores: by gender



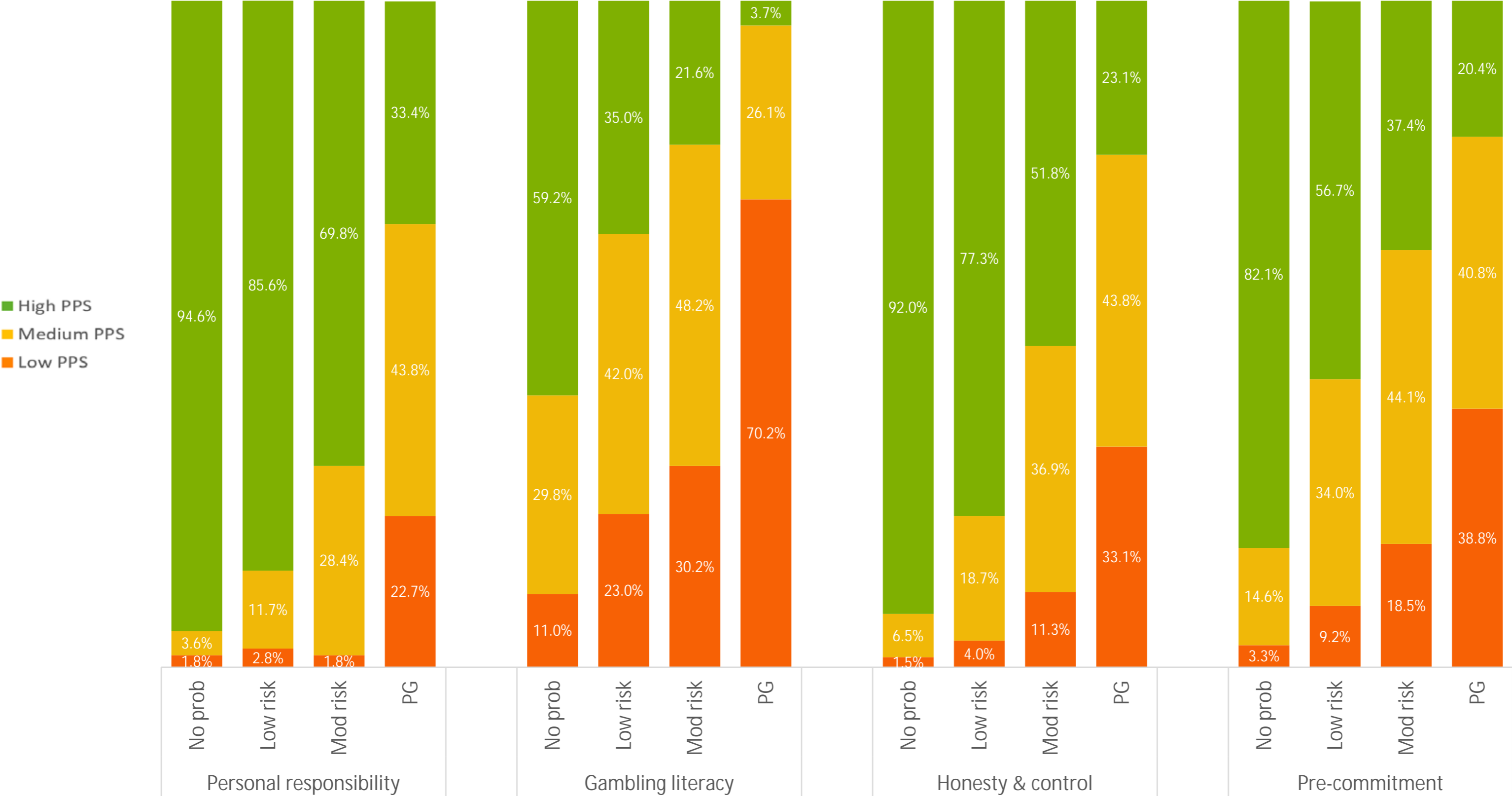
(Males = 743, Females = 754, Other = 15)

PPS scores: by age



PPS scores improved as age increased, on every PPS sub-scale

PGSI categories by PPS categories

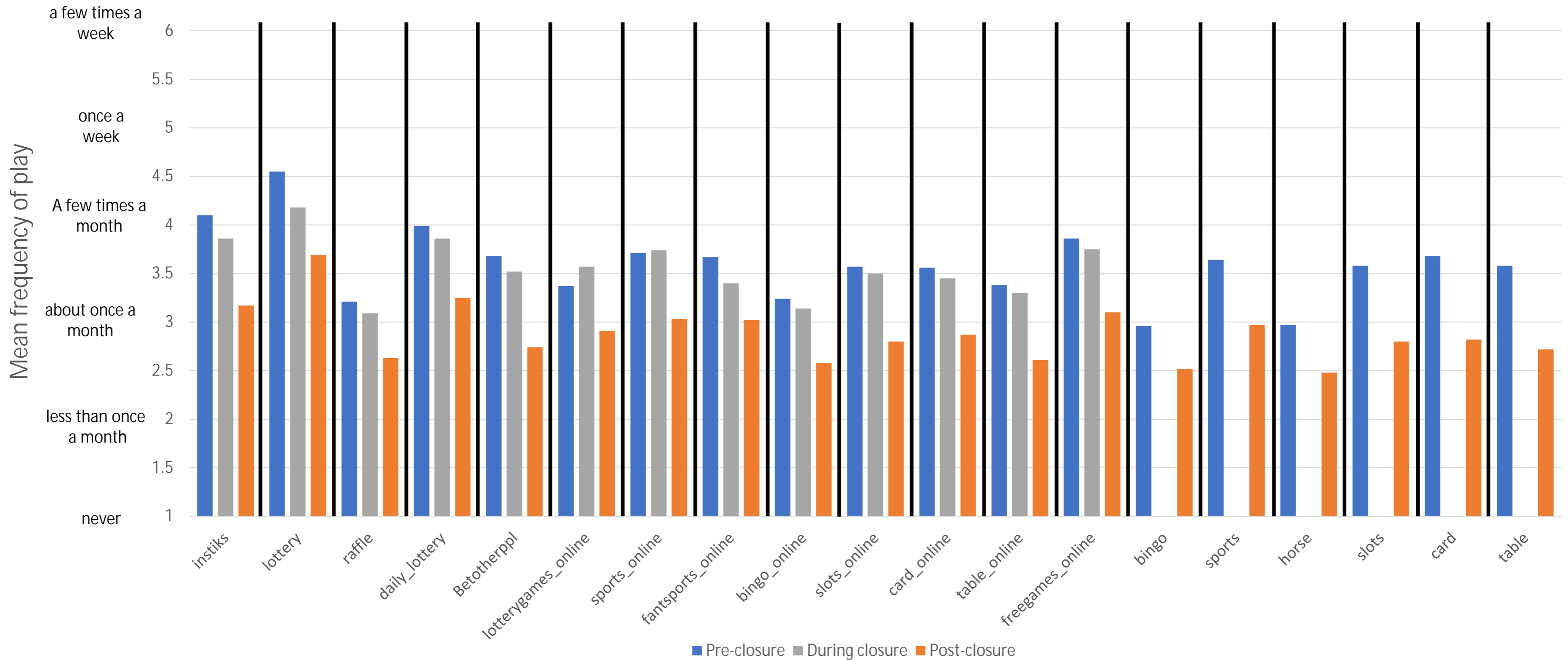


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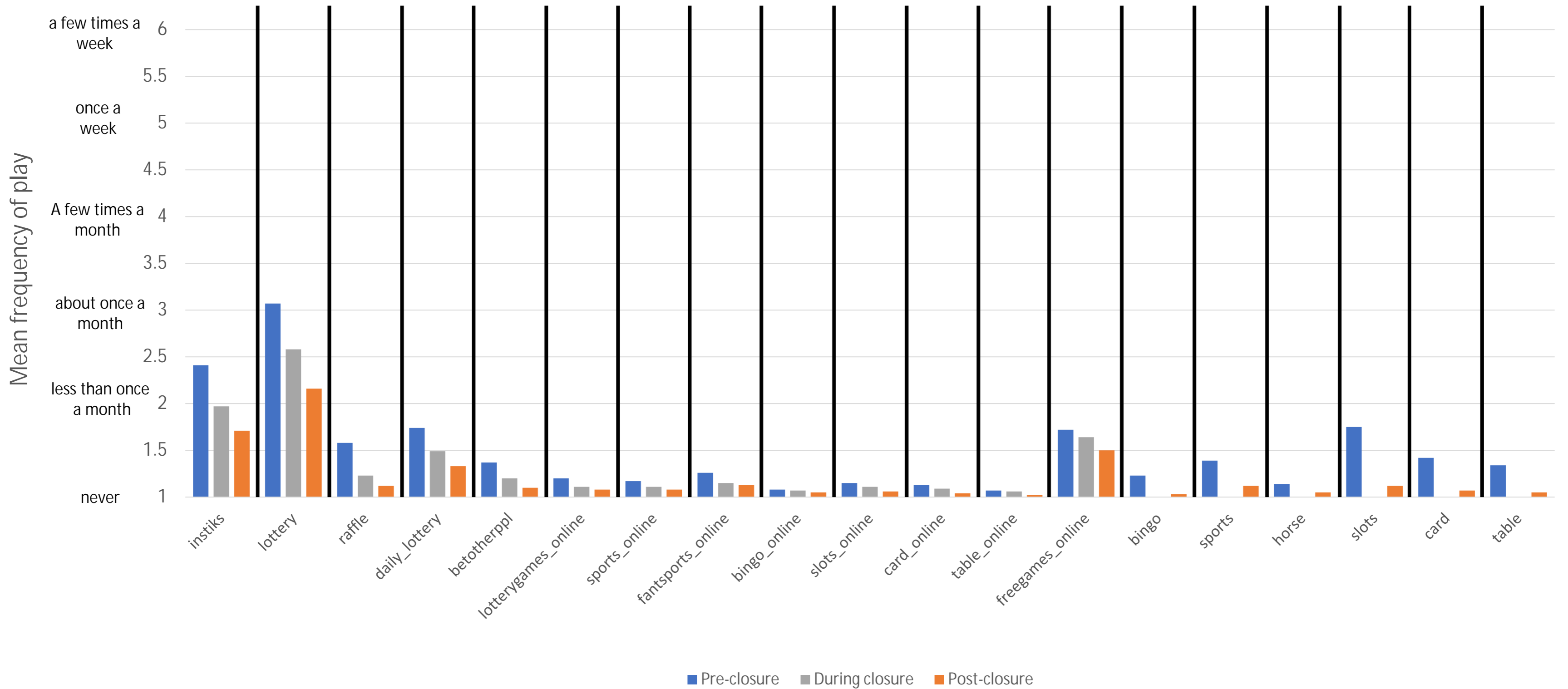
PPS scores by games played and frequency of play



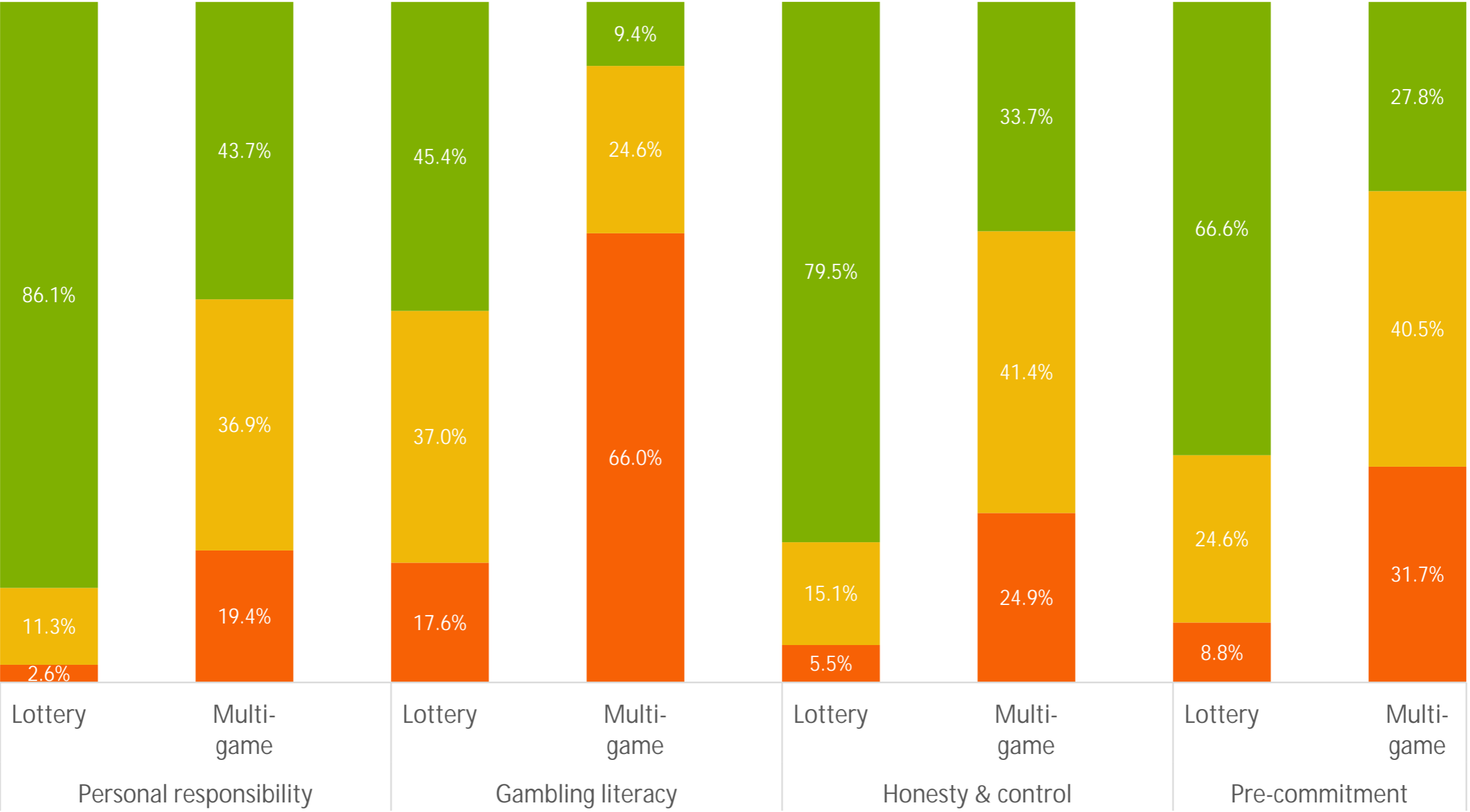
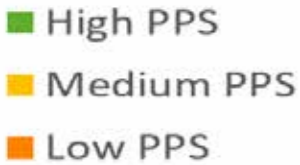
Higher Frequency Multi-game Players N=309



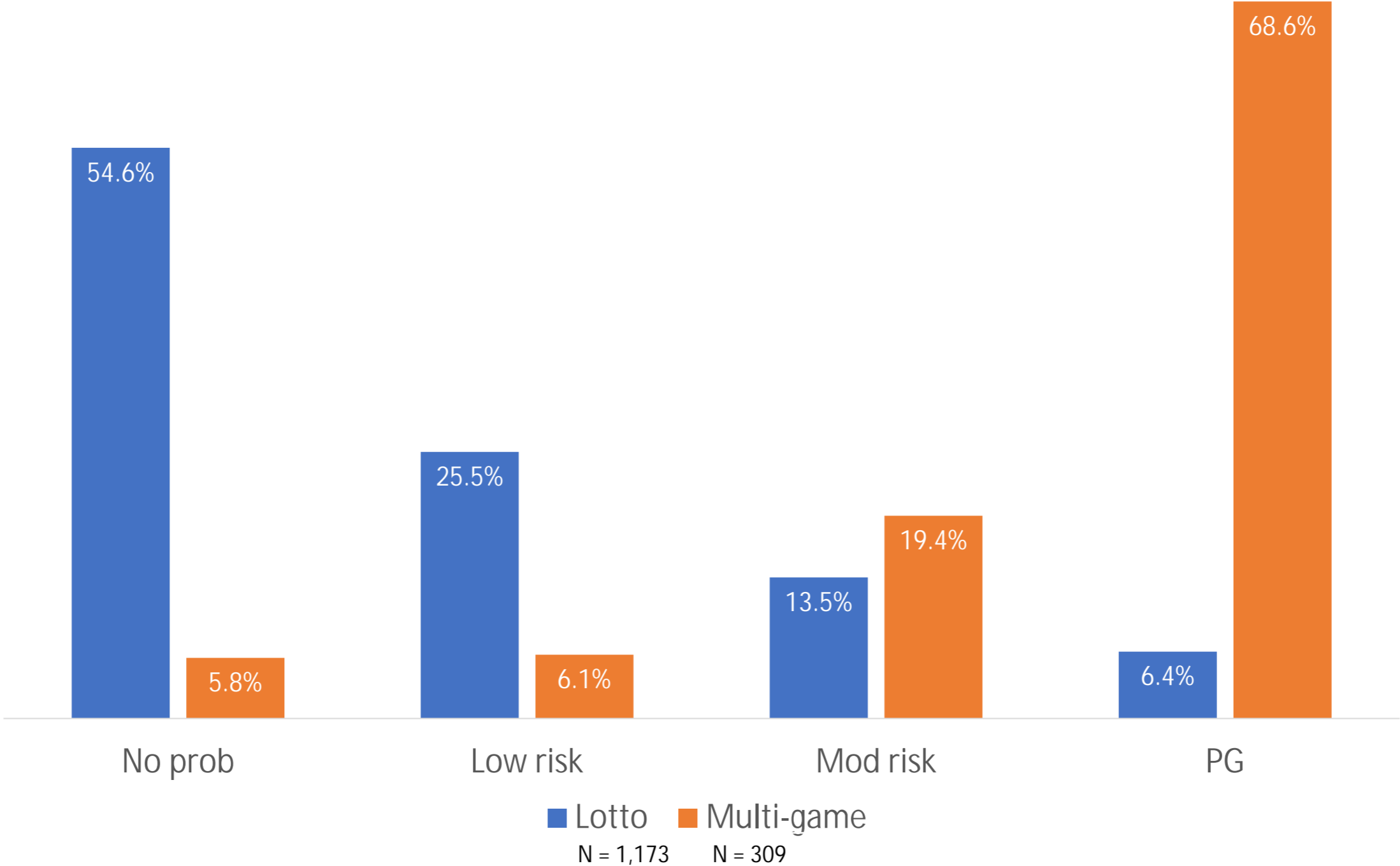
Lower Frequency Lottery Game Players (N=1,173)



PPS scores by game cluster (*Lottery vs. Multi-game players*)



PGSI scores by game cluster (*Lottery vs. Multi-game players*)



03

Focusing on lower PPS
scoring players in
Massachusetts

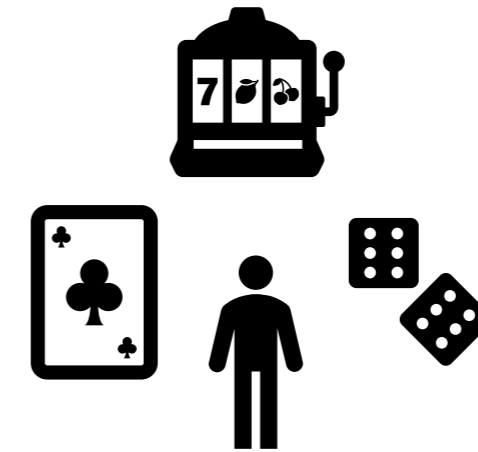


Player segments who might be targeted for an increased RG focus



Younger players

Younger players scored progressively lower than older players on every PPS sub-scale. In particular, *gambling literacy* and *pre-commitment* scored lower than the other sub-scales. This was most prominent in players aged between 21 and 44 years-of-age. Future RG efforts may want to engage younger players using media and content that resonate with these age groups.



Higher frequency multi-game players

Those who played several game types, other than lottery draw games or scratch tickets, and who played at least once a month, scored lower on the PPS. Although there were no meaningful gender differences in PPS scores amongst all players as a group, males were more likely to be high-frequency multi-game players.

Future RG efforts may wish to focus on higher frequency multi-game players to try to increase their *gambling literacy* and to encourage *pre-commitment*.

04

Ideas for
increasing
Positive
Play



Increasing Gambling literacy and Pre-commitment scores amongst players in Massachusetts

- Ø A segmented approach is critical
- Ø Work with stakeholder groups to narrow down ideas
- Ø Test ideas with player groups
- Ø Define measurement goals and strategy
- Ø Re-test PPS scores with same participants

Ideas for increasing Gambling literacy scores amongst players in Massachusetts

Ø Social Proof

“most players in Massachusetts agree that.....”

“Gambling is not a good way to try to make money” (82% of players in Massachusetts agree)

“Your chances of winning don’t improve after you lose” (62% of players in Massachusetts agree)

“Playing more frequently doesn’t improve your chances of winning more than you will lose” (66% of players in Massachusetts agree)

Ø Videos (Social media, in-venue screens, TV)

Ø What every player needs to know

<https://www.youtube.com/watch?v=ZxMKhUMF-EE>

Ideas for increasing Pre-commitment scores amongst Massachusetts players

Ø **Social proof** the idea that people are influenced by what others do

Did you know that.....

"86% of players in Massachusetts report that they consider how much money they are willing to lose before they play."

"94% of players in Massachusetts agree that they should only gamble when they have enough money to cover their bills first."

"86% of players in Massachusetts agree that they only gamble with money that they can afford to lose."

Ø **Anchoring** communicate the average amount that Lotto or scratch ticket jackpot winners bet.

Ideas for increasing Pre-commitment scores amongst players in Massachusetts

- Ø People like to be **consistent**, making a **commitment** encourages them to follow through

- Ø Ask players how they will decide on a limit before they gamble

- Ø Give them some options and ask them to tick which strategies they will use

- Ø **Reduce friction**

- Ø If possible, make setting a limit the default action before playing

- Ø Develop **Positive Language** for all player facing interactions and features (e.g., avoid “limit setting” maybe “My money” or “My bankroll”). Specific language needs to be developed and tested with players. Consider dropping the term “*Responsible Gambling*” from all player facing communications as the term is associated with problem gambling.



For further information contact:

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www.gamres.org





TO: Chair Judd-Stein, Commissioners Cameron, O'Brien, and Zuniga

FROM: Mark Vander Linden, Director, Research and Responsible Gaming and Teresa Fiore, Program Manager

CC: Karen Well, Executive Director

DATE: January 28, 2021

RE: Positive Play Initiative

GameSense is an innovative, responsible gaming program that encourages players to adopt and maintain positive behaviors and attitudes that reduce the risk of gambling-related harm. Since 2015, the program has delivered straightforward, easy to understand information and resources about gambling to patrons and employees at Massachusetts' three casinos. Ongoing attention to research and evaluation has been core to the program. In 2019, we critically examined the program and launched new initiatives to ensure the program remains relevant and evolves with the players

One such initiative includes the Positive Play Scale Study (PPS). Up until this point, the majority of studies examining player behavior have primarily focused on problem gambling. The PPS study takes a different approach by measuring responsible gambling behaviors, or in other words, play that does not suggest a movement towards "at-risk" or "problem" categories. More specifically, the PPS initiative examines the full spectrum of players' responsible gaming beliefs and behaviors, including:

- 1) Personal responsibility: the extent to which players accept that they are responsible for the amount of time and money spent gambling;
- 2) Gambling Literacy; the extent to which players hold an accurate understanding about their odds of winning;
- 3) Honesty and control; the extent to which players are open and truthful with others about the amount of money and time they spend gambling and are in control of their gambling behavior;
- 4) Precommitment; the extent to which players consider how much money and time they should spend gambling.



Massachusetts Gaming Commission

Based on an exploration of these four key areas, the research team delivered actionable recommendations that will be used to drive responsible gaming communications campaigns and outreach initiatives. Findings further uncovered key themes, including play motivation and, in addition to standard demographics, segmented players by frequency and number of games played. As more jurisdictions throughout the United States and Canada carry out similar PPS studies, we are pleased to contribute our findings to this growing body of evidence, which will advance the field as a whole and allow us to benefit from shared findings.



Massachusetts Gaming Commission



Measuring responsible gambling in Massachusetts

Benchmarking with the
Positive Play Scale

Report prepared by:

Dr Richard Wood

Gamres Limited

Dr Nassim Tabri

Department of Psychology

Carleton University



EXECUTIVE SUMMARY

Background

- ❑ During September-October 2020, a convenience sample of 1,512 Massachusetts players completed an online survey that included the Positive Play Scale (PPS) the Problem Gambling Severity Index (PGSI), general demographic questions and questions about the frequency of gambling before, during and after COVID-19 lockdown periods when casinos in Massachusetts were closed, as well as attitudes towards and awareness of various responsible gambling initiatives.
- ❑ The purpose of the study was to identify the extent of positive play among Massachusetts players, to define specific areas where positive play could be further supported and to identify the extent of positive play among different player segments. In addition, to develop a better understanding of gambling during a pandemic lockdown and how players might be supported during such times.

Positive play in Massachusetts

- ❑ Findings showed that most players in Massachusetts played positively.
- ❑ Players scored highest on the *personal responsibility factor of the PPS* followed by *honesty and control, pre-commitment* and lowest on *gambling literacy* factors, respectively.
- ❑ Positive play in Massachusetts was similar to what we have observed in four other US states, but was lower than what we have observed in Canada.

EXECUTIVE SUMMARY

- ❑ Female players scored more positively than male players, but the differences between them were small.
- ❑ Older players scored more positively than younger players (on each of the PPS factors).
- ❑ Players were most motivated to gamble for entertainment (86.6%), to win money (86%) and for excitement (78.9%) and least motivated by supporting good causes (26.5%)
- ❑ Cluster analysis identified two distinct groups of players defined by types of games played and frequency of play.
- ❑ *Higher frequency multi-game players* played more games and at a higher frequency (than *Lower frequency lottery players*) and were more likely to be male, younger and less likely to be white than *Lower frequency lottery players*.
- ❑ *Higher frequency multi-game players* played less positively and reported more gambling-related problems than *Lower frequency lottery players*.
- ❑ Analyses also indicated that the key distinguishing factors between both groups were personal responsibility, gambling literacy, extent of gambling problems, age, and gender.

EXECUTIVE SUMMARY

- ❑ Players reporting gambling problems were least likely to be positive players.
- ❑ Players with higher levels of satisfaction with gambling, were most likely to accept *personal responsibility, be honest and in control of their gambling and pre-commit to a money and time limit on their play*, but satisfaction was unrelated to *gambling literacy*.

Gambling during the COVID-19 pandemic

- ❑ Gambling for both groups mostly declined whilst the casinos were closed and declined even further when the casinos re-opened again.
- ❑ Two thirds of players (66.4%) reported spending more time with family and/or friends when the casinos were closed due to the COVID-19 lockdown.
- ❑ Almost half of players (44.6%) reported that they saved money whilst the casinos were closed due to the COVID-19 lockdown.
- ❑ Most players reported that they did not miss playing at the casino during the closure period.
- ❑ Of the small number of players who had returned to the casino when they re-opened (N=309), most (59%) were concerned about COVID-19 when returning to play.
- ❑ Around a third of players reported spending more money (32.8%), more time (31.2%) and reported more frequent casino visits (29.2%) when the casinos re-opened again than prior to the casino closures.

EXECUTIVE SUMMARY

Views on responsible gambling tools for online gambling

- Less than half of players reported that they would find useful various guidelines about how to gamble responsibly.
- Around half of players suggested they would find various online responsible gambling tools useful if online gambling was legalized in Massachusetts

Recommendations

- Future RG efforts such as messaging and player education may be best focused on increasing gambling literacy and pre-commitment amongst younger players, particularly male higher frequency multi-game players.
- Various ideas are provided to increase gambling literacy and pre-commitment amongst players.
- Subsequent responsible gambling messages or educational initiatives aimed at increasing gambling literacy and pre-commitment need to be tested for effectiveness before and after implementation.



Introduction

The Positive Play Scale (PPS; Wood, Wohl, Tabri & Philander, 2017) was designed to optimize responsible gambling (RG) strategy by measuring player's positive gambling-related beliefs and behaviors.

When a player-based sample is assessed using the PPS, effective elements of an RG strategy as well as potential gaps can be identified.

The Properties of the PPS

THE PPS IS A 14-ITEM SCALE THAT ASSESSES POSITIVE BELIEFS AND BEHAVIORS ABOUT GAMBLING.

There are two beliefs subscales:

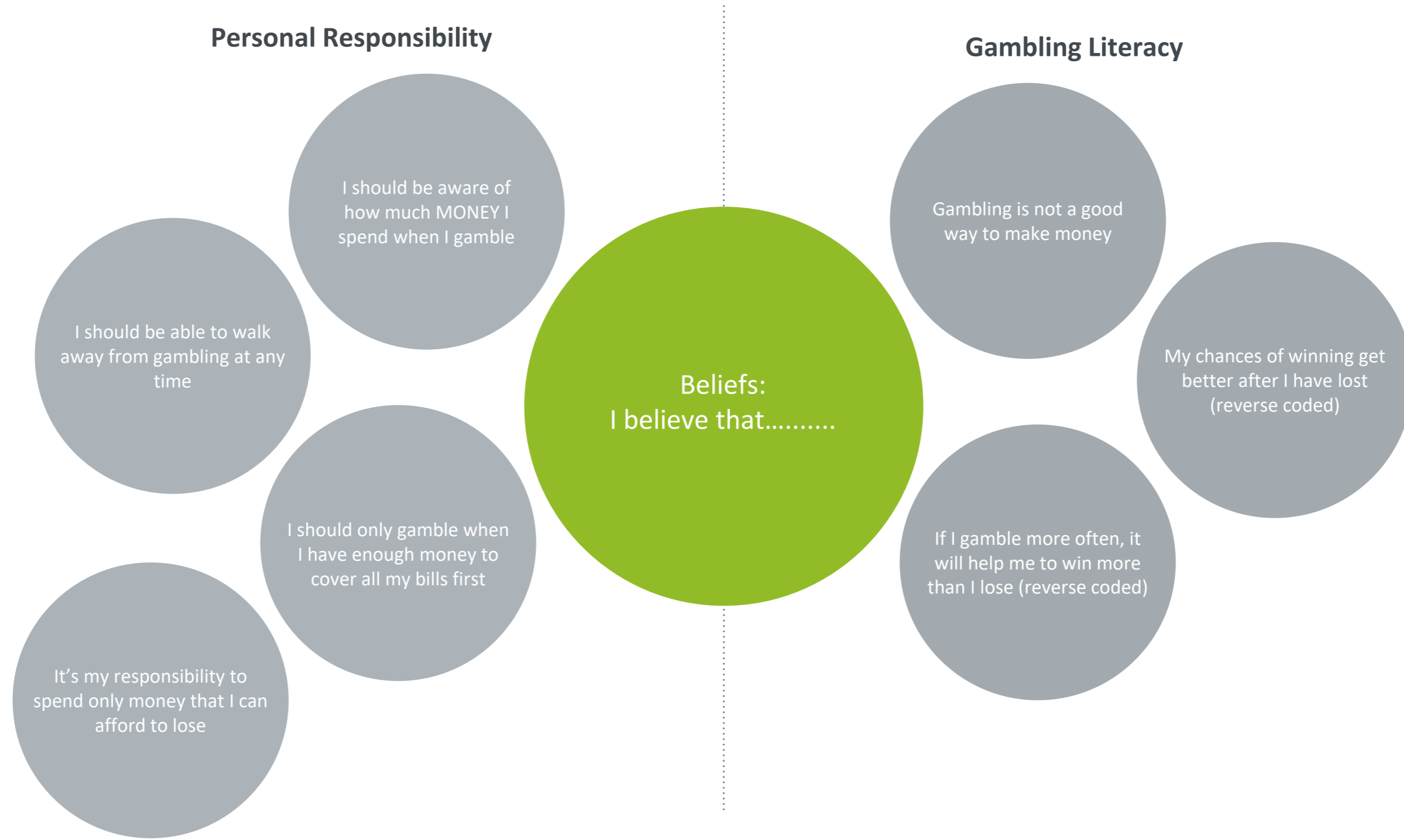


The extent to which a player believes they should take ownership of their gambling behavior



The extent to which a player has an accurate understanding about the nature of gambling

Items that compose the PPS beliefs subscales



The Properties of the PPS

THE PPS IS A 14-ITEM SCALE THAT ASSESSES POSITIVE BELIEFS AND BEHAVIORS ABOUT GAMBLING.

There are two behavior subscales:

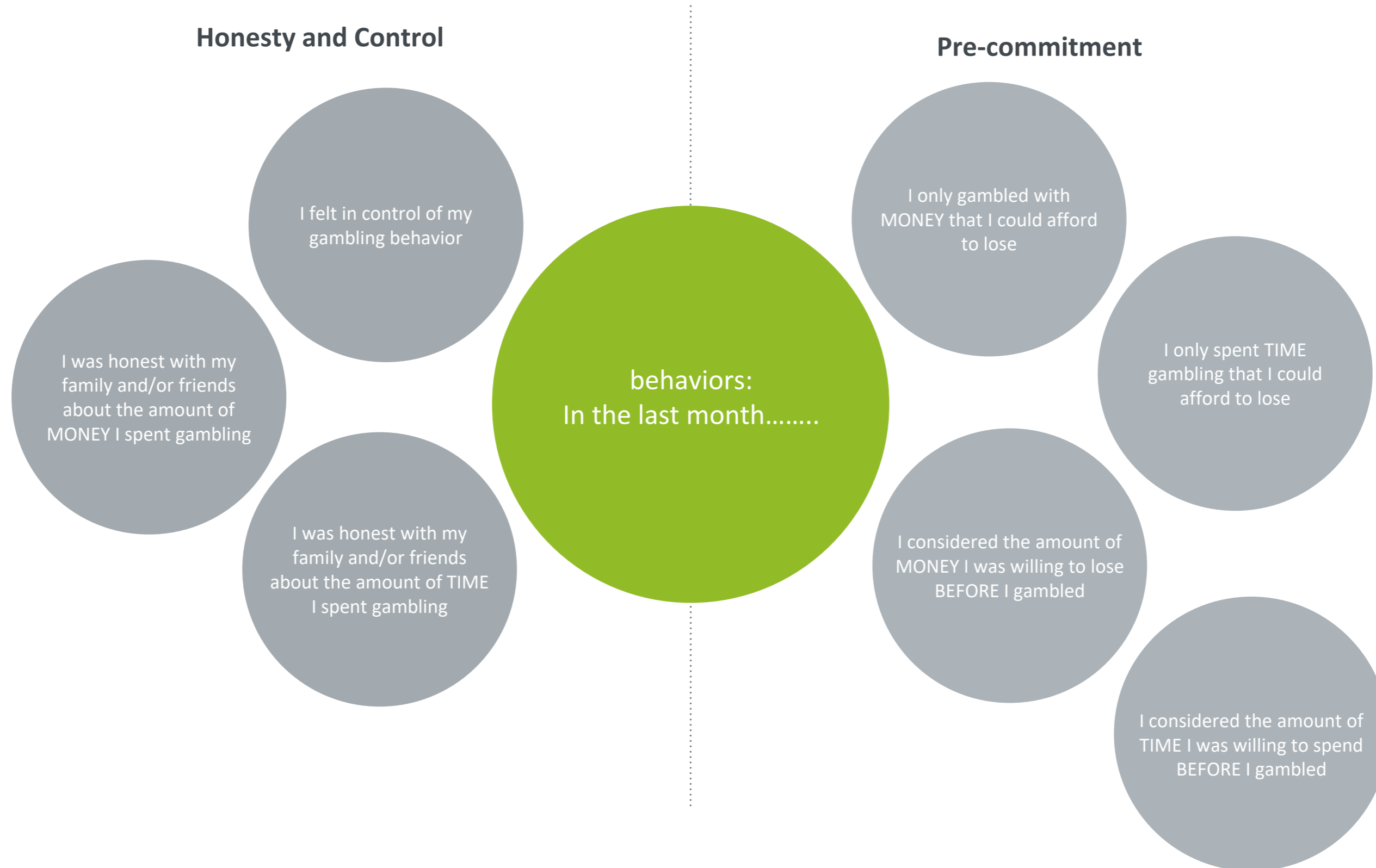


The extent to which players are honest with others about their gambling behavior and feel in control of their behavior

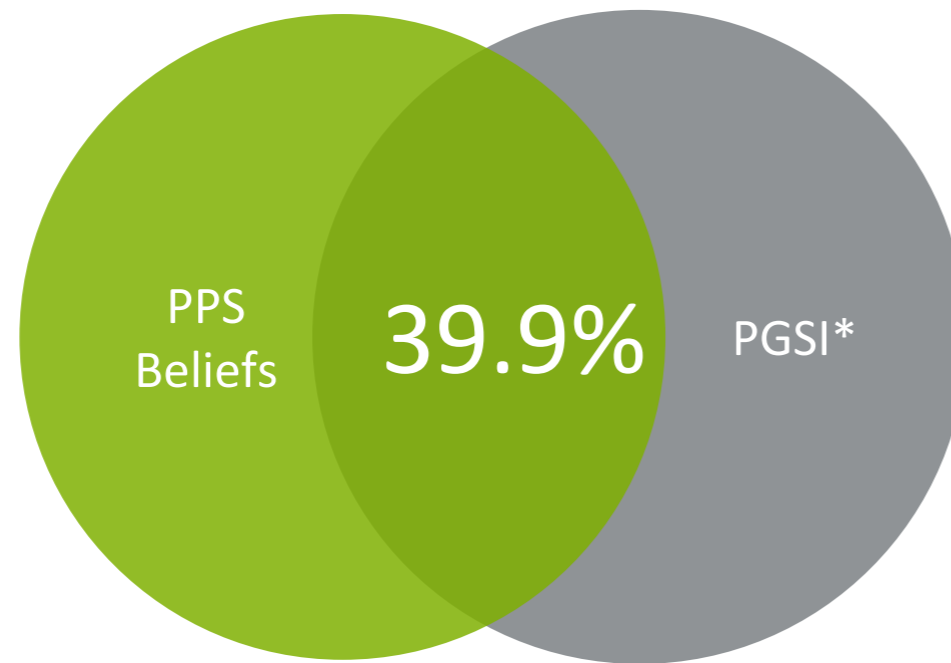


The extent to which a player considers how much money and time they should spend gambling

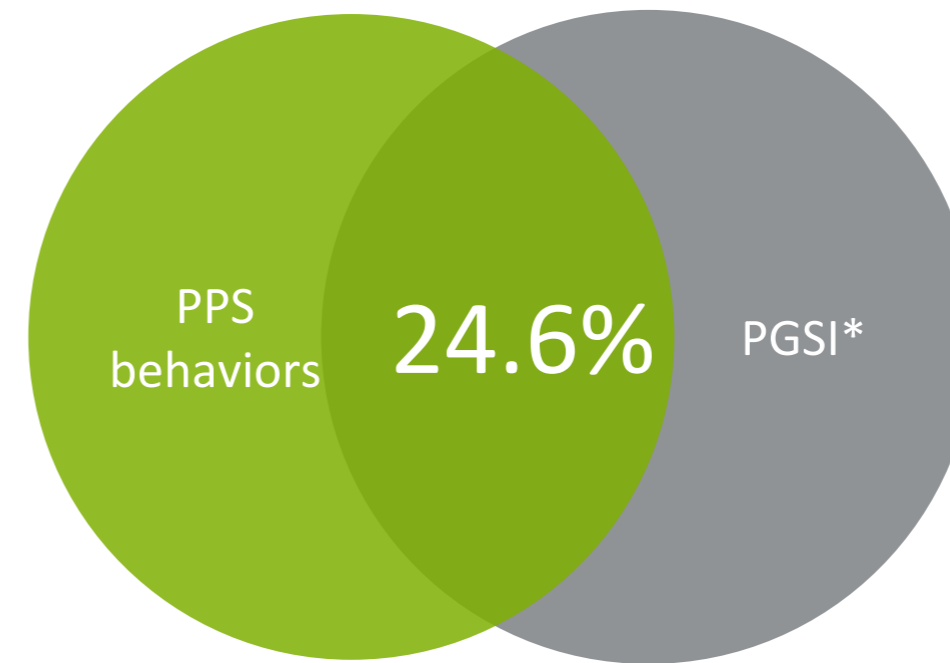
Items that compose the PPS behaviors subscales



The PPS is not a measure of disordered gambling



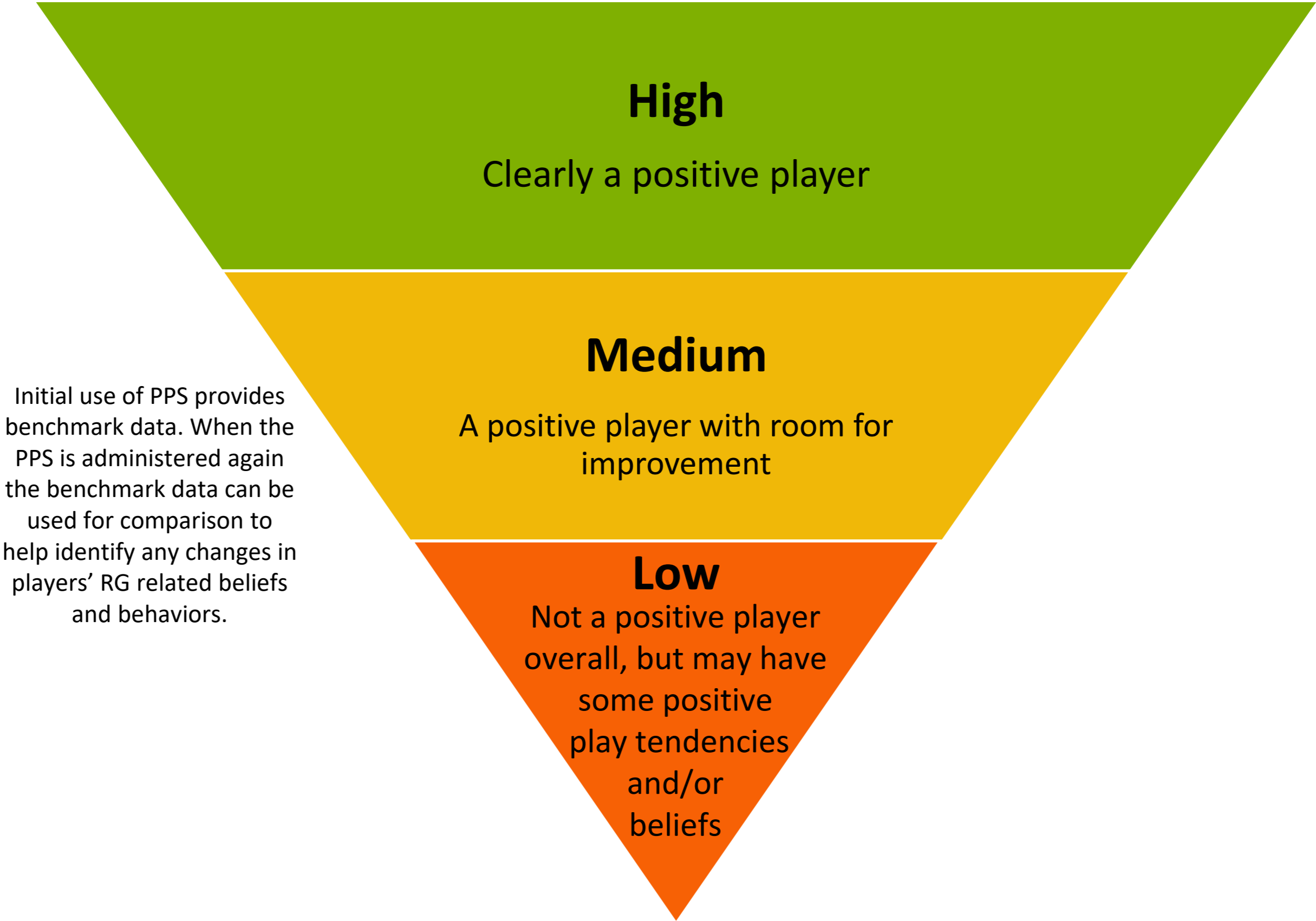
A low PPS score is not an indicator of disordered gambling. However, low positive beliefs and behaviors may contribute to disordered play (over time).



PPS beliefs and behaviors are typically moderately correlated with disordered gambling severity (as measured with the PGSI).

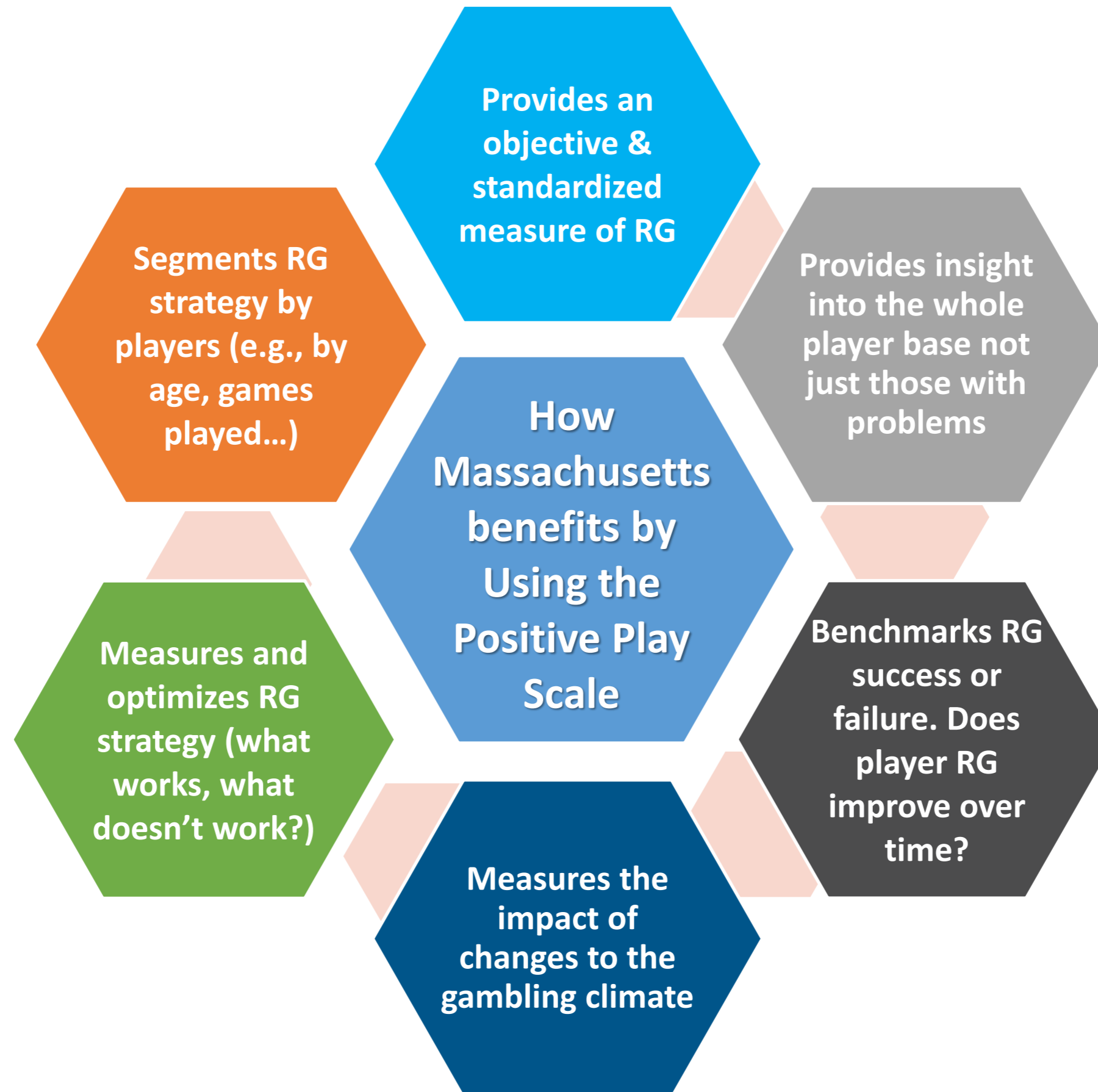
* PGSI = Problem Gambling Severity Index

Players can be placed into positive play categories



Benefits of using the PPS

- ✓ The PPS offers the opportunity to more effectively examine the beliefs and behaviors of the full spectrum of players. Thus, the PPS can be contrasted against existing measures that can only assess symptoms of disordered gambling.
 - For example, measures like the PGSI (i.e., problem gambling screens) are constructed to identify non-typical (disordered) players, who only comprise a small proportion of players.
 - In contrast, the PPS was designed to assess the beliefs and behaviors of players who gamble without problems (i.e., the majority of players).
 - The PPS can be used to assess the utility of new RG initiatives (e.g., an education campaign aimed at dispelling gambling fallacies)



01

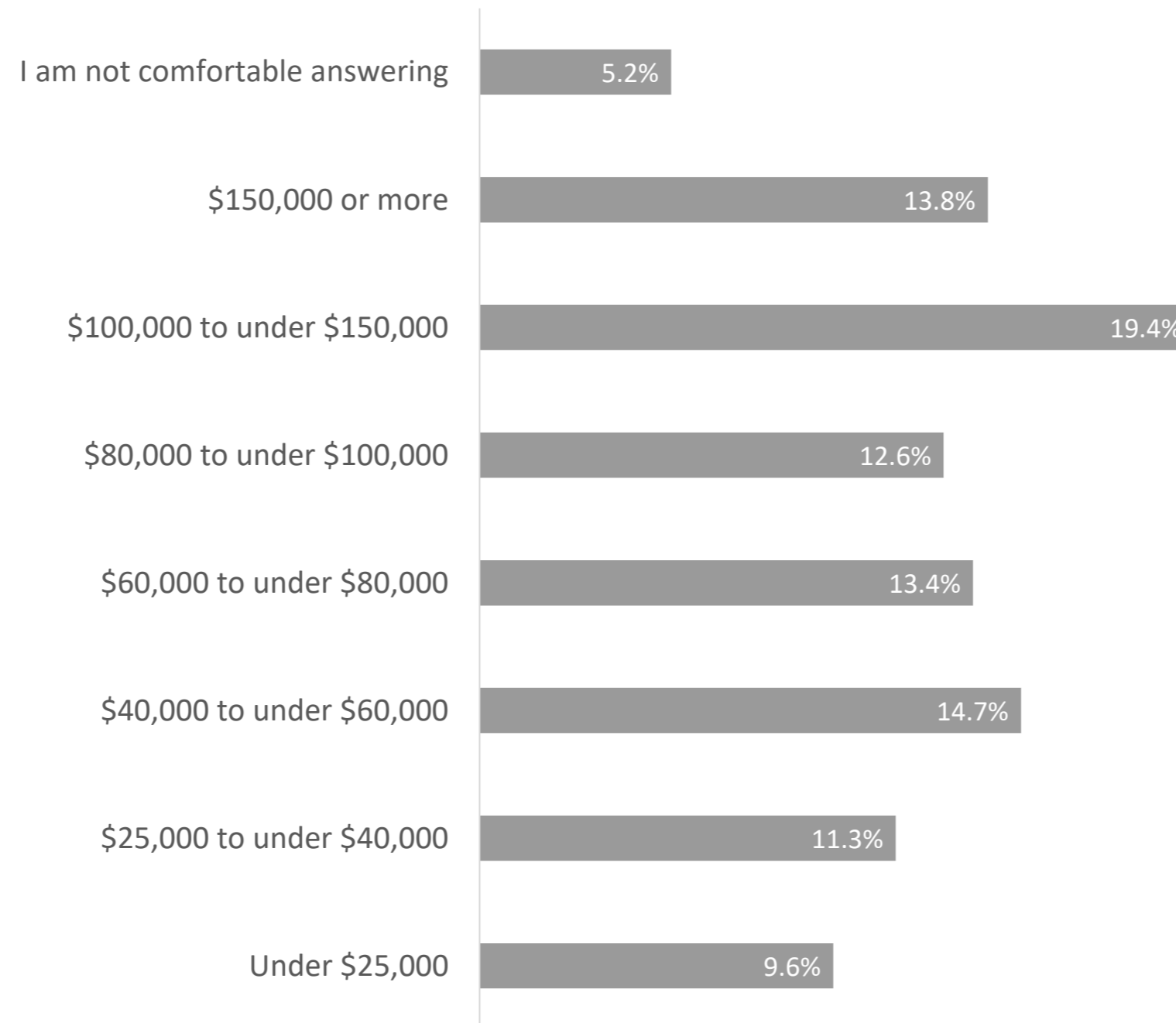
Positive Play in
Massachusetts



Measuring responsible gambling in Massachusetts

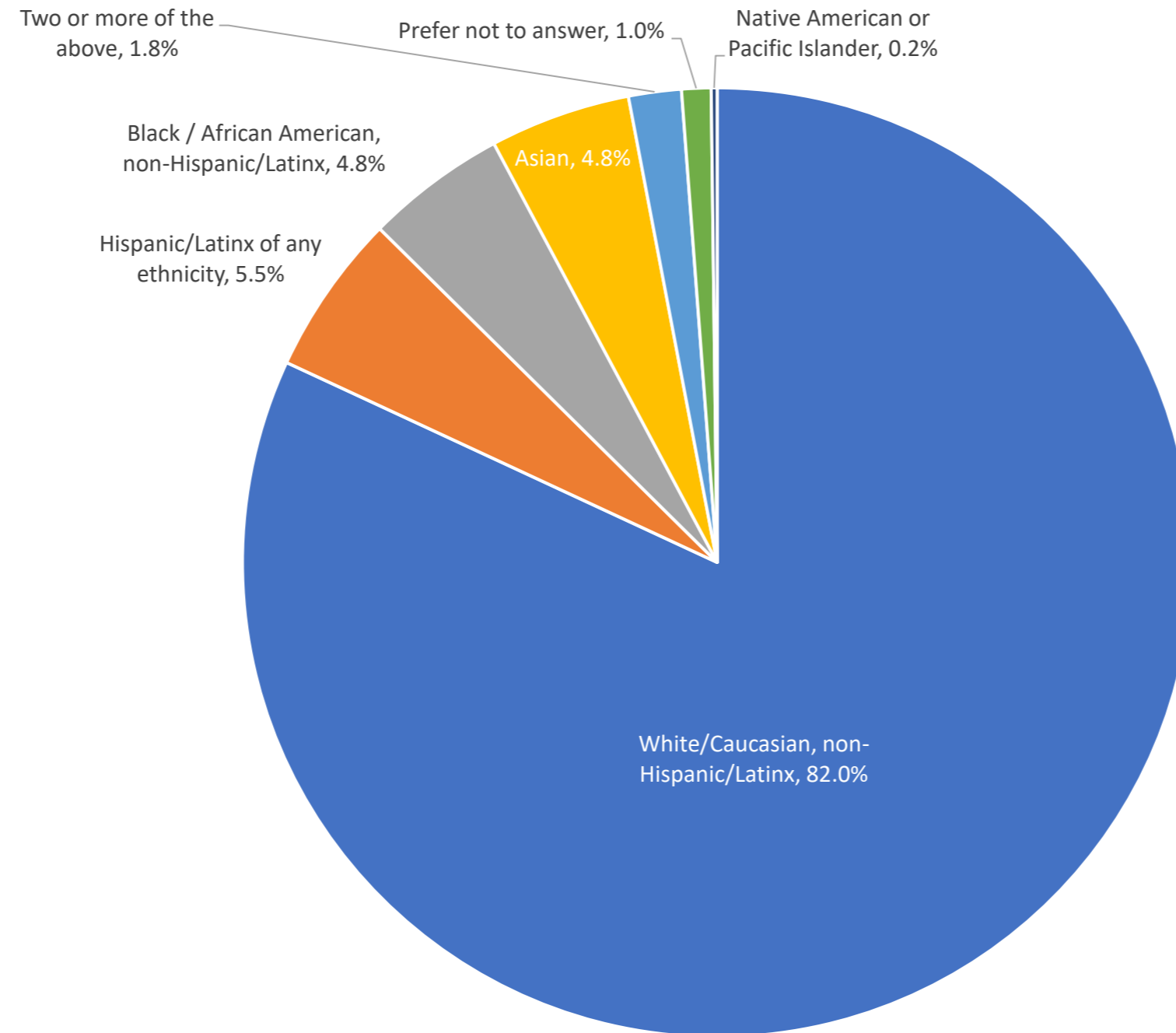
- ✓ During September-October 2020, a convenience sample of 1,512 Massachusetts players were recruited by a third-party survey company.
- ✓ 100% of the sample had played on at least one game in the last 12 months and 50% had gambled at a Massachusetts casino in the last 12 months. There was an equal number of males/females and the sample was representative by age group.
- ✓ The survey was conducted online and included both the PPS the Problem Gambling Severity Index (PGSI), general demographic questions and questions about the frequency of gambling before, during and after COVID-19 lockdown periods when casinos in Massachusetts were closed, as well as attitudes towards and awareness of various responsible gambling initiatives.
- ✓ The purpose of the study was to identify benchmark PPS scores (i.e., how responsible are Massachusetts players?), to identify specific areas where responsible gambling could be further supported and to discover which player segments were most and least responsible. In addition, to develop a better understanding of gambling during a pandemic lockdown and how players might be supported during such times.

Household income range (before tax)



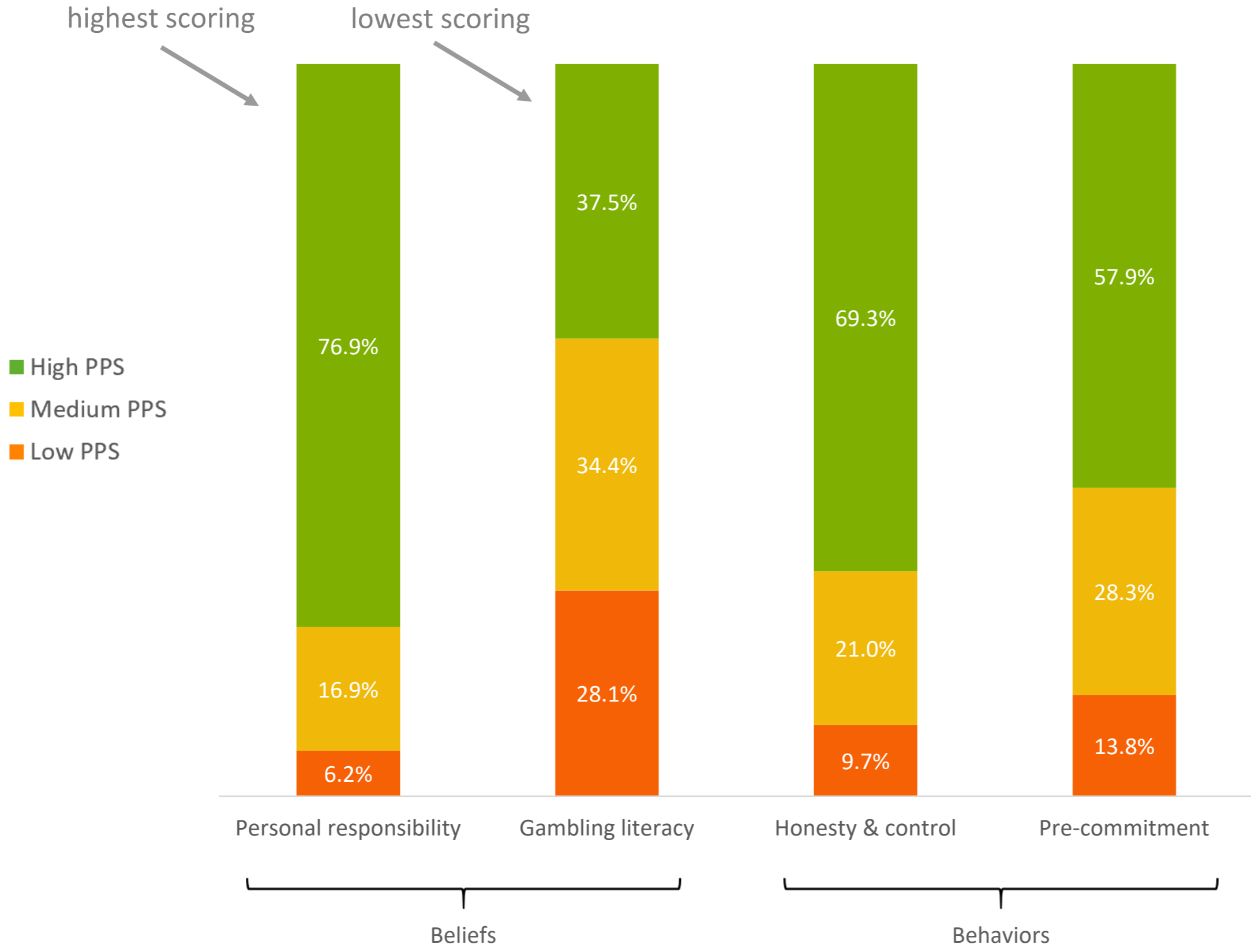
The correlation between income and PPS scores amongst players generally was small

Ethnicity



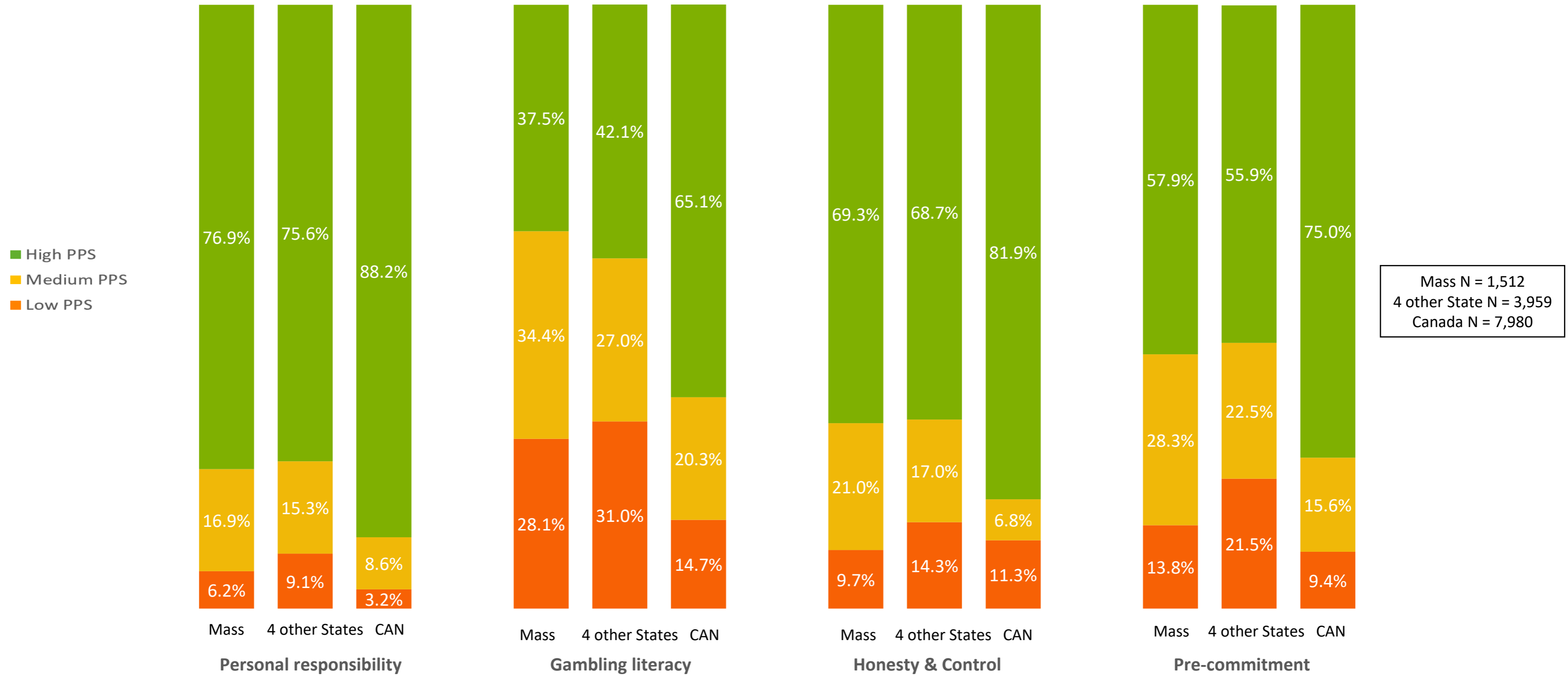
The samples mimic the MA gen pop in terms of age and gender, but not ethnicity. Also, the small number of non-white participants in the study means that a valid comparison of PPS scores for ethnic minority groups was not possible. Future studies may want to over sample amongst these groups to further explore any possible relation between ethnicity and PPS scores.

PPS scores: all players



These results suggest that strategies to improve players' *gambling literacy* and *pre-commitment* should be considered for Massachusetts players

PPS scores: Comparison of players in Massachusetts with players in four other US states and Canada



Positive play scores in Massachusetts were similar to those observed in four other US States

Positive play: all players

Key findings:

Most players scored high on *personal responsibility* (the highest scoring sub-scale) as well as *honesty and control* and to a lesser extent *Pre-commitment*. However, most players scored medium or low on *gambling literacy* (the lowest scoring sub-scale).

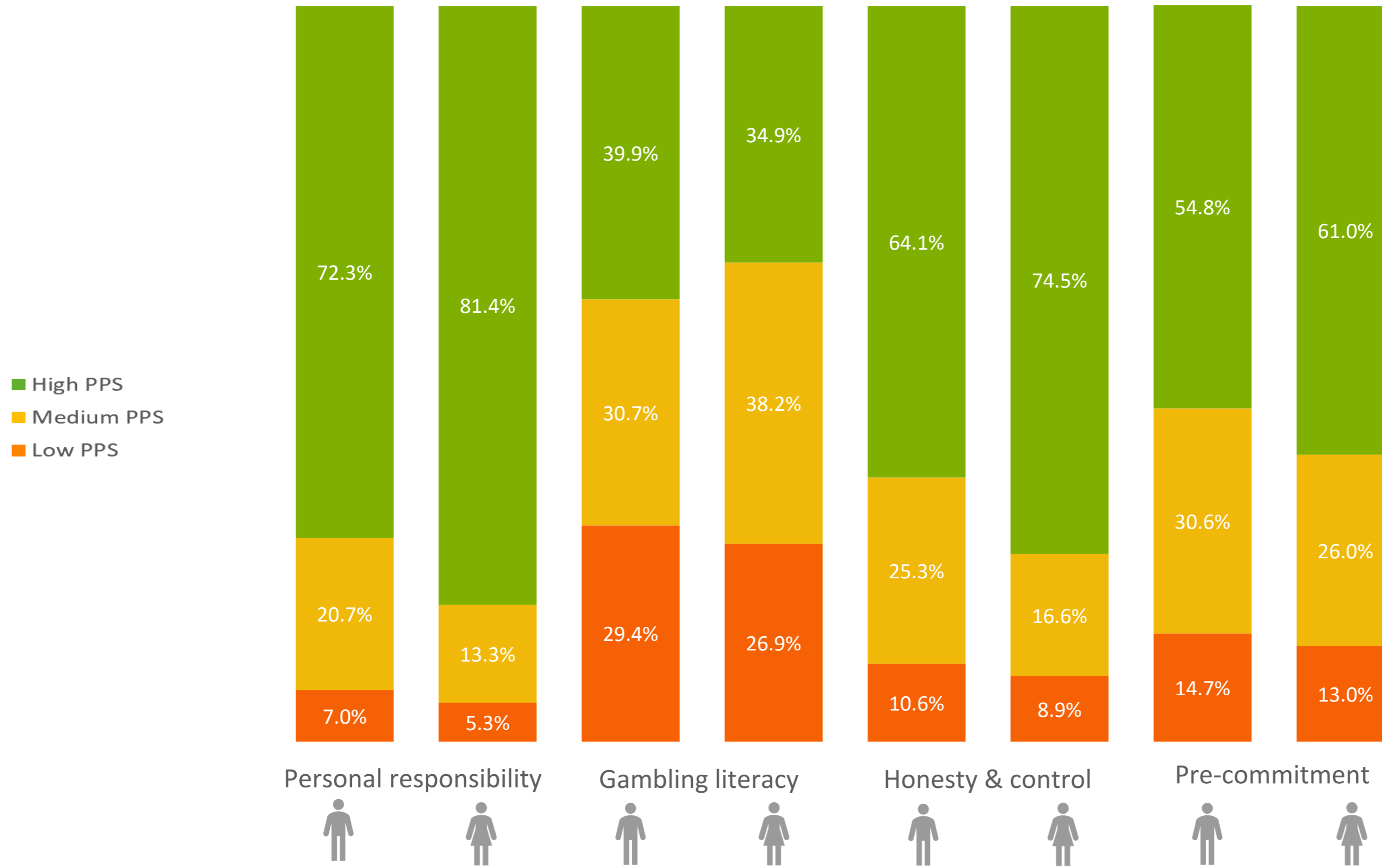
Positive play in Massachusetts closely approximated those observed in the four other US States we have previously examined. In common with those other US States, positive play (all 4 dimensions) in Massachusetts was lower than that observed in a national survey of Canadian players (a survey that assessed positive play in each Canadian province).

Implications:

To increase *Gambling literacy* it may be necessary to focus attention on educating players about the nature of gambling. In particular, it may be helpful to address erroneous perceptions players may have about their chances of winning. Also, players should be encouraged to *pre-commit* by considering what they spend (time & money) before they begin gambling.

Canada is a world-leader in responsible gambling (RG). One reason is that gambling in each province is managed by a provincial gaming operator with an RG mandate. Best practice in RG is regularly shared between provincial operators. For example, via the Canadian Responsible Gaming Association. An examination of PPS scores in Canada and USA suggests there may be a link between investment in RG (and coordination of RG messages) and positive play.

PPS scores: by gender



Positive play by gender

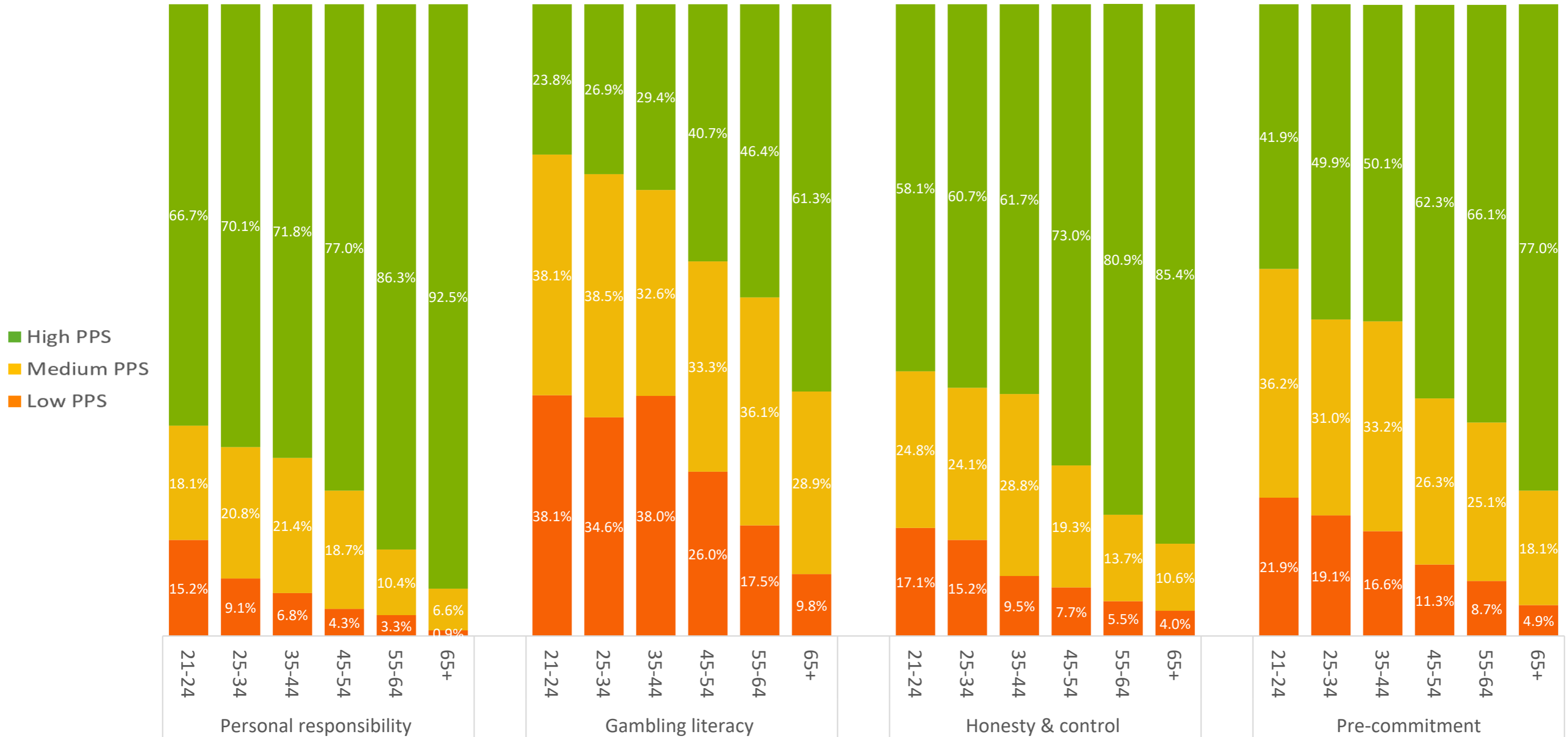
Key findings:

Positive play belief and behavior scores were slightly lower for males compared to females in relation to the following sub-scales; *Personal responsibility, Honesty & control* and *Pre-commitment*. For *Gambling literacy*, males scored slightly higher than females. Nevertheless, the differences observed were small and not practically meaningful. The gender data show a similar pattern to those observed in previous PPS studies conducted across North America.

Implications:

Based on the findings of the current research, we do not suggest investing in an RG strategy for Massachusetts that segments by gender, at least in reference to all players and the specific factors assessed by the Positive Play Scale.

PPS scores: by age



PPS scores improved as age increased, on every PPS sub-scale

Positive play: by age

Key findings:

Positive play beliefs and behaviors increase systematically with age. Moreover, this trend was especially pronounced in relation to *gambling literacy* and *pre-commitment*.

Implications:

It is unknown why positive play increases systematically with age. One possibility is that there is a cumulative effect of exposure to RG messaging and other related initiatives. Older people have had more time to be exposed to RG initiatives and thus may be more influenced by them. Another possibility is that current RG initiatives are more tailored for older players. Regardless of the reason, the results of the current study suggest that improving RG amongst younger players could be a strategic focus. One strategy may be to make RG initiatives more attractive or palatable to younger players, particularly in relation to improving their *gambling literacy* and *pre-commitment*.

02

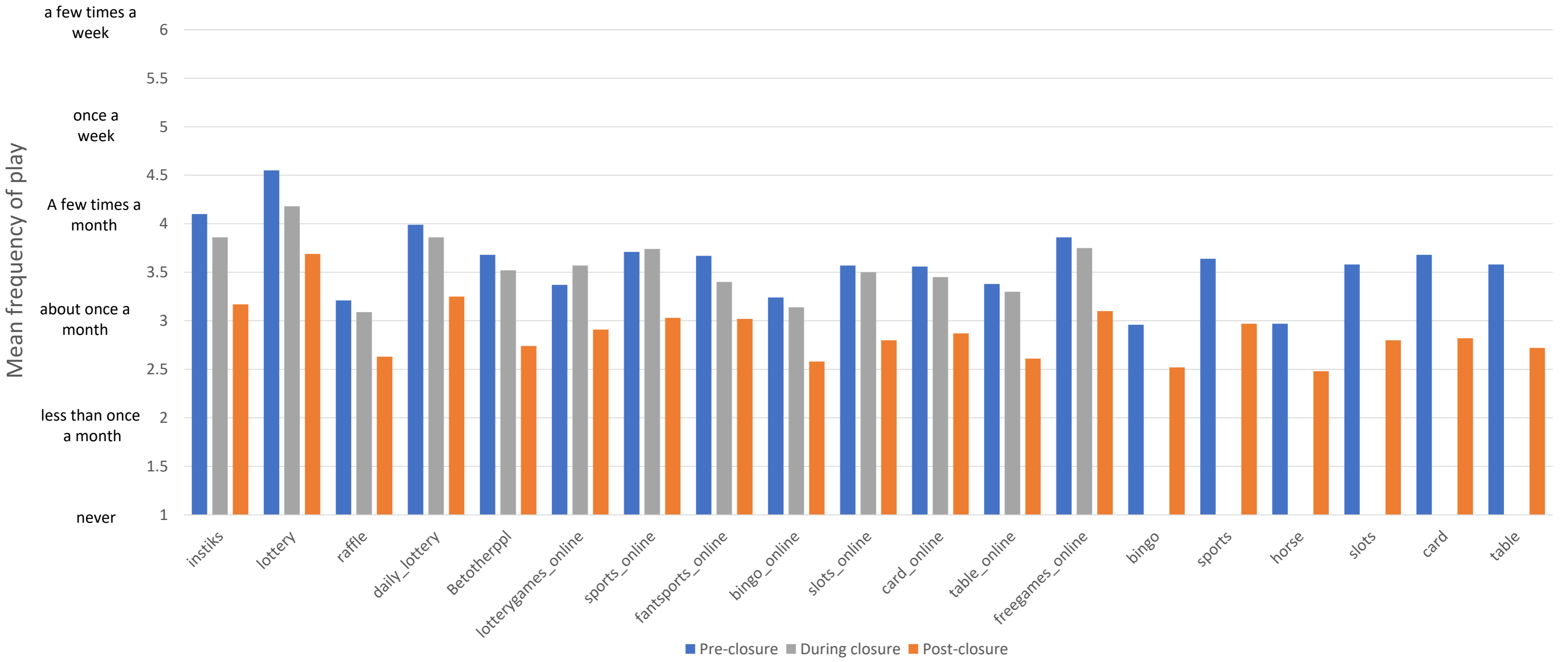
PPS scores by games played and frequency of play



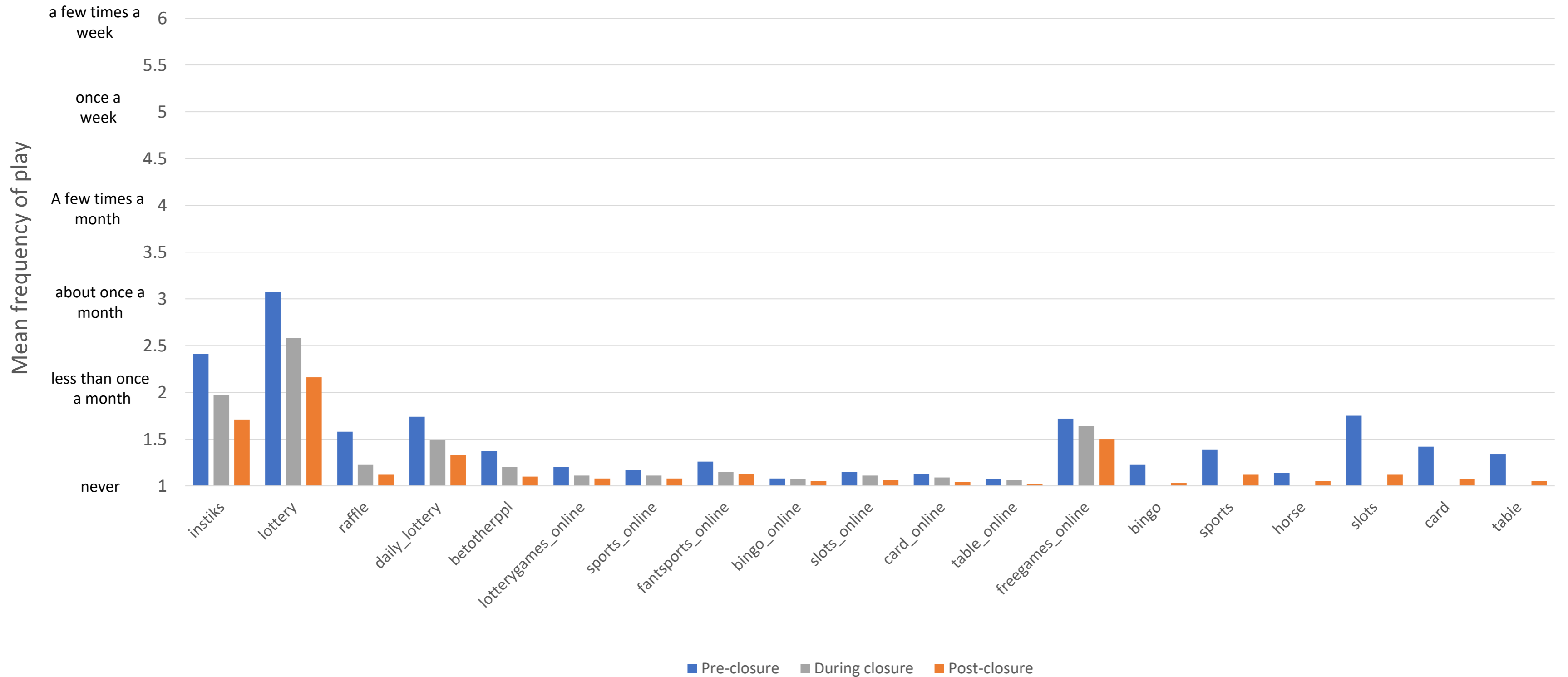
Cluster analysis of players by game type and frequency of play

- Players will often play on more than one type of game in any given year. This means that analysing PPS scores by game type can be problematic. Also, frequency of play on games is a critical consideration as infrequent play is unlikely to be associated with overall gambling behavior or beliefs.
- Cluster analysis allows us to identify groups of players who cluster together according to the types of games that they play and how frequently they play those games.
- We identified two distinct groups of players.
 - *Higher frequency Multi-game Players* played on a wide variety of games and on average a few times a month.
 - *Lower frequency Lottery Game Players* played mostly lottery draw games and lottery instant tickets on average about once a month or less and other games less than once a month or never.
- We examined the PPS scores of both groups of players as well as PGSI scores and the general demographics that defined each group.
- We compared frequency of play on all games, before the casinos closed due to the COVID-19 pandemic, whilst the casinos were closed and after the casinos re-opened.

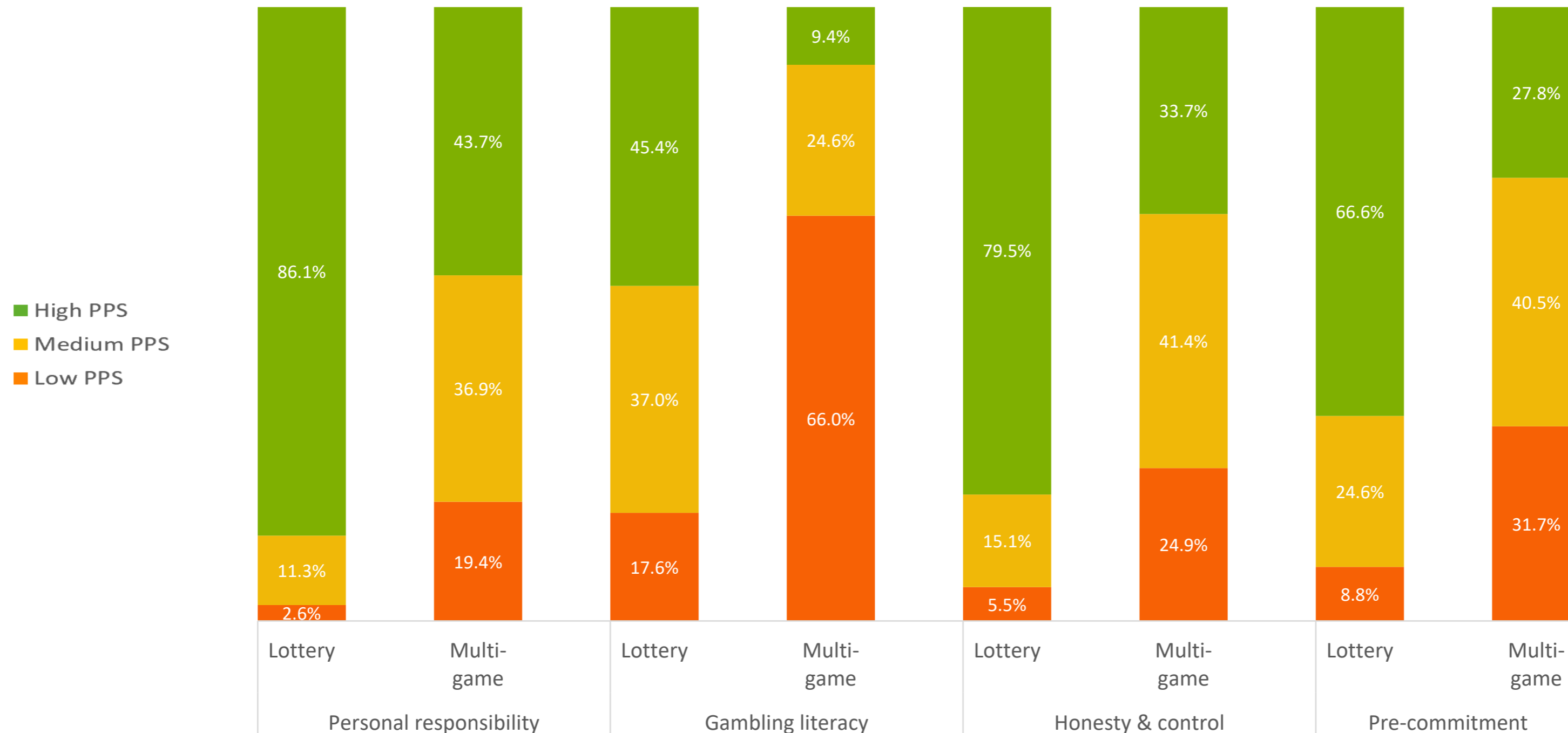
Higher Frequency Multi-game Players N=309



Lower Frequency Lottery Game Players (N=1,173)

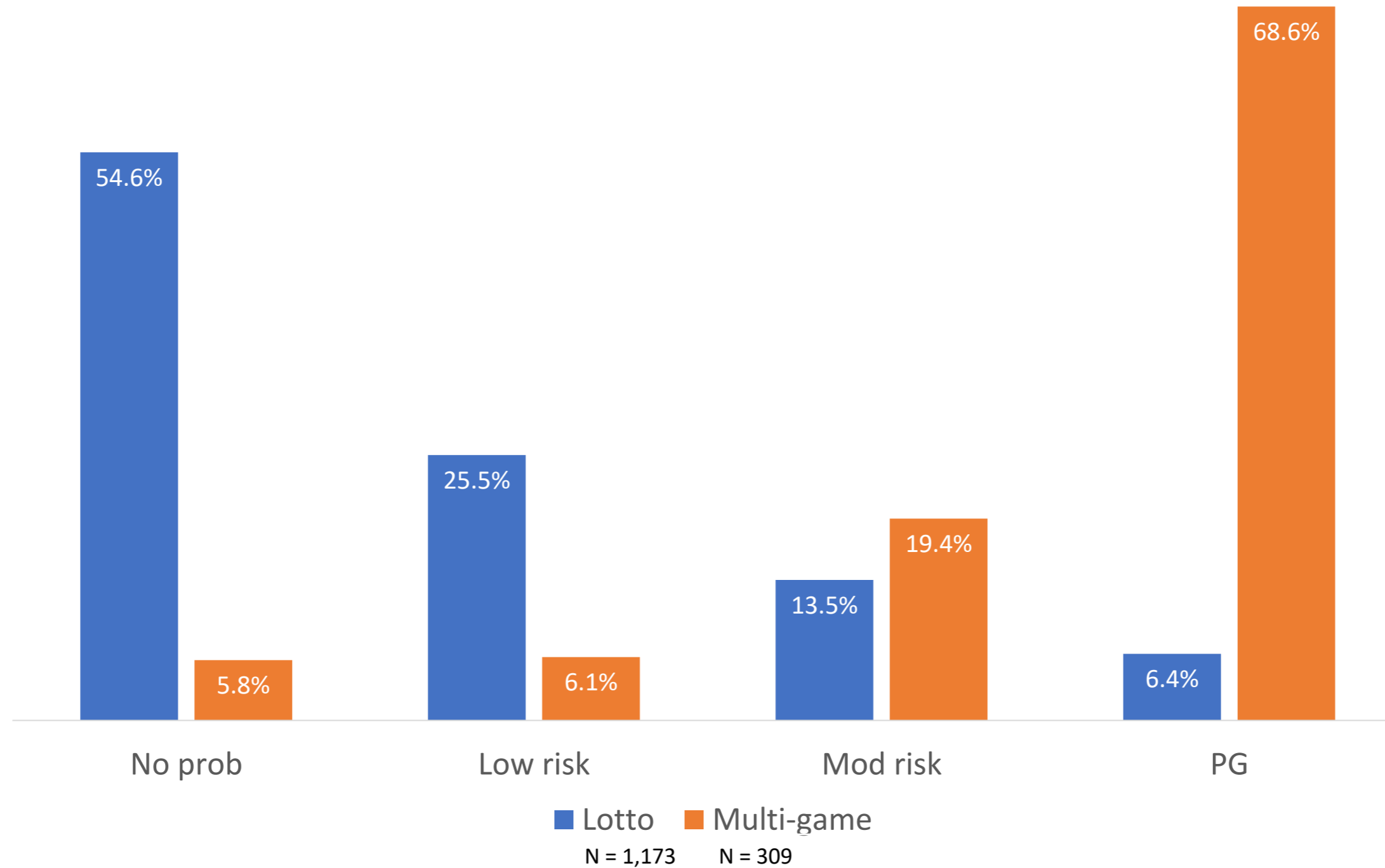


PPS scores by game cluster (*Lottery vs. Multi-game* players)



Those who primarily played lottery games at a lower frequency (**Lottery** group) had higher PPS scores (i.e., were more responsible players) on every sub-scale compared to those who played lotto games *and* a range of other games more frequently (**Multi-game** group).

PGSI scores by game cluster (*Lottery vs. Multi-game players*)



Those who played lottery games *and* a range of other games at a higher frequency (***Multi-game players***) had higher PGSI scores compared to those who primarily played lottery games at a lower frequency (***Lottery players***).

Observed differences between *Lottery players* (N = 1087*) and *Multi-game players* (N = 293*) on psychological and demographic characteristics

Cluster	Psychological characteristics					Demographic characteristics			
	Personal Responsibility mean score out of 7	Gambling Literacy mean score out of 7	Honesty & Control mean score out of 7	Pre-commitment mean score out of 7	Problem Gambling Severity Index (PGSI) mean score out of 27 3-7 moderate risk ≥8 high risk	Household mean income	Age (years) mean	Gender M/F %	Ethnicity White/Non-White %
<i>Lottery players</i>	6.71	5.78	6.45	6.32	1.83	\$60,000 to \$79,999	47	46.6%/53.4%	85.9%/14.1%
<i>Multi-game players</i>	5.74	4.15	5.33	5.22	12.33	\$60,000 to \$79,999	38	61.8%/38.2%	71.7%/28.3%

* The Ns presented here are slightly lower than for the previous cluster analysis slides as some participants who chose not to answer Qs on income or gender were excluded from the current analysis

Psychological characteristics:

Regression analysis indicated large differences between *Lottery players* and *Multi-game players* in terms of the PPS subscales with *Lottery players* endorsing greater personal responsibility, gambling literacy, honesty and control, and pre-commitment compared to *Multi-game players*. As well, there were large differences between *Lottery players* and *Multi-game players* in terms of the PGSI with more *Multi-game players* reporting gambling problems.

Demographic characteristics:

There was no difference in household income between *Lottery players* and *Multi-game players*. However, there was a difference between *Lottery players* and *Multi-game players* in terms of age with *Multi-game players* being younger than *Lottery players*. There were also small differences between *Lottery players* and *Multi-game players* in terms of gender and ethnicity. Specifically, more male players were *Multi-game players* as opposed to *Lottery players*. Likewise, non-white players tended to be *Multi-game players* as opposed to *Lottery players*, however the small sample size for non-white players mean that this finding should be interpreted cautiously, and suggest further investigation with a larger sample of non-white players.

PPS and game cluster

(*Lottery vs. Multi-game* players)

Key findings:

Across all the PPS dimensions, those who played only (or predominantly) lottery games at a lower frequency had the highest overall PPS scores.

Playing a wider range of games was more frequently linked to much lower PPS scores, particularly in relation to *gambling literacy*.

Multi-game high frequency players were more likely to have higher PGSI scores

Frequency of gambling declined for both groups during the casino closures and declined again after the casinos opened. The exception being online lottery games and online sports betting, which increased slightly for the higher frequency multi-game players, but only during the period where casinos were closed.

Implications:

Exposure to a range of games and higher frequency of play is linked to lower positive play. However, it is difficult to determine whether exposure leads to decrements in positive play or whether those who do not hold positive play beliefs or engage in positive play behaviors are more apt to play multiple games at higher frequency.

Focusing RG resources on higher frequency multi-game players would be beneficial. Gamesense advisors should be made of the increased likelihood that such players may have gambling related issues.

03

Focusing on lower PPS
scoring players in
Massachusetts

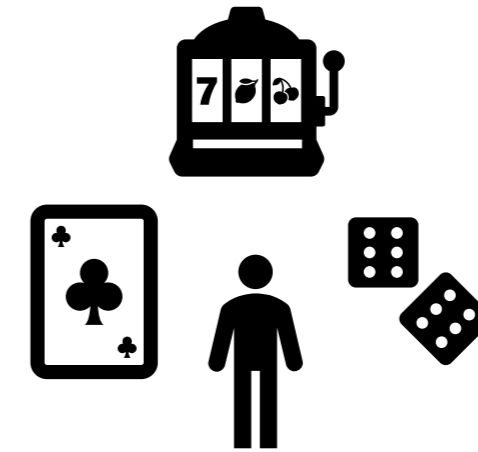


Player segments who might be targeted for an increased RG focus



Younger players

Younger players scored progressively lower than older players on every PPS sub-scale. In particular, *gambling literacy* and *pre-commitment* scored lower than the other sub-scales. This was most prominent in players aged between 21 and 44 years-of-age. Future RG efforts may want to engage younger players using media and content that resonate with these age groups (see pages 53-60 for ideas on how to increase positive play).



Higher frequency multi-game players

Those who played several game types, other than lottery draw games or scratch tickets, and who played at least once a month, scored lower on the PPS. Although there were no meaningful gender differences in PPS scores amongst all players as a group, males were more likely to be high-frequency multi-game players.

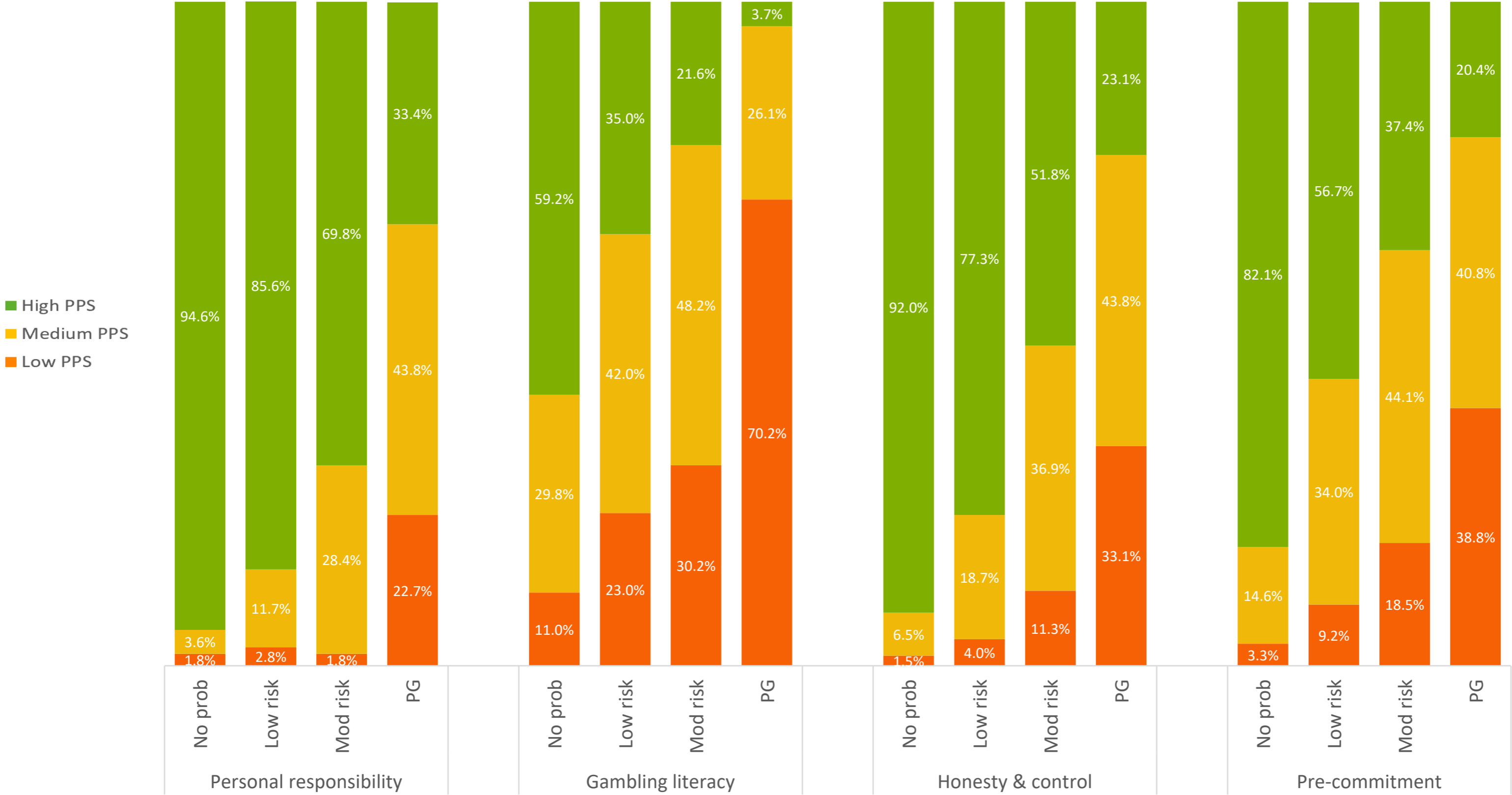
Future RG efforts may wish to focus on higher frequency multi-game players to try to increase their *gambling literacy* and to encourage *pre-commitment* (see pages 53-60 for ideas on how to increase positive play).

A large green triangle pointing downwards, containing the white text '04'.

04

Positive play and problem
gambling

PGSI categories by PPS categories



PGSI categories by PPS categories

Key findings:

Across all the PPS dimensions, those who scored lowest on the PGSI had the highest overall PPS scores.

PPS scores are partially correlated to PGSI scores

Pearson's $R = -.504$, $P = 0.001$.

Implications:

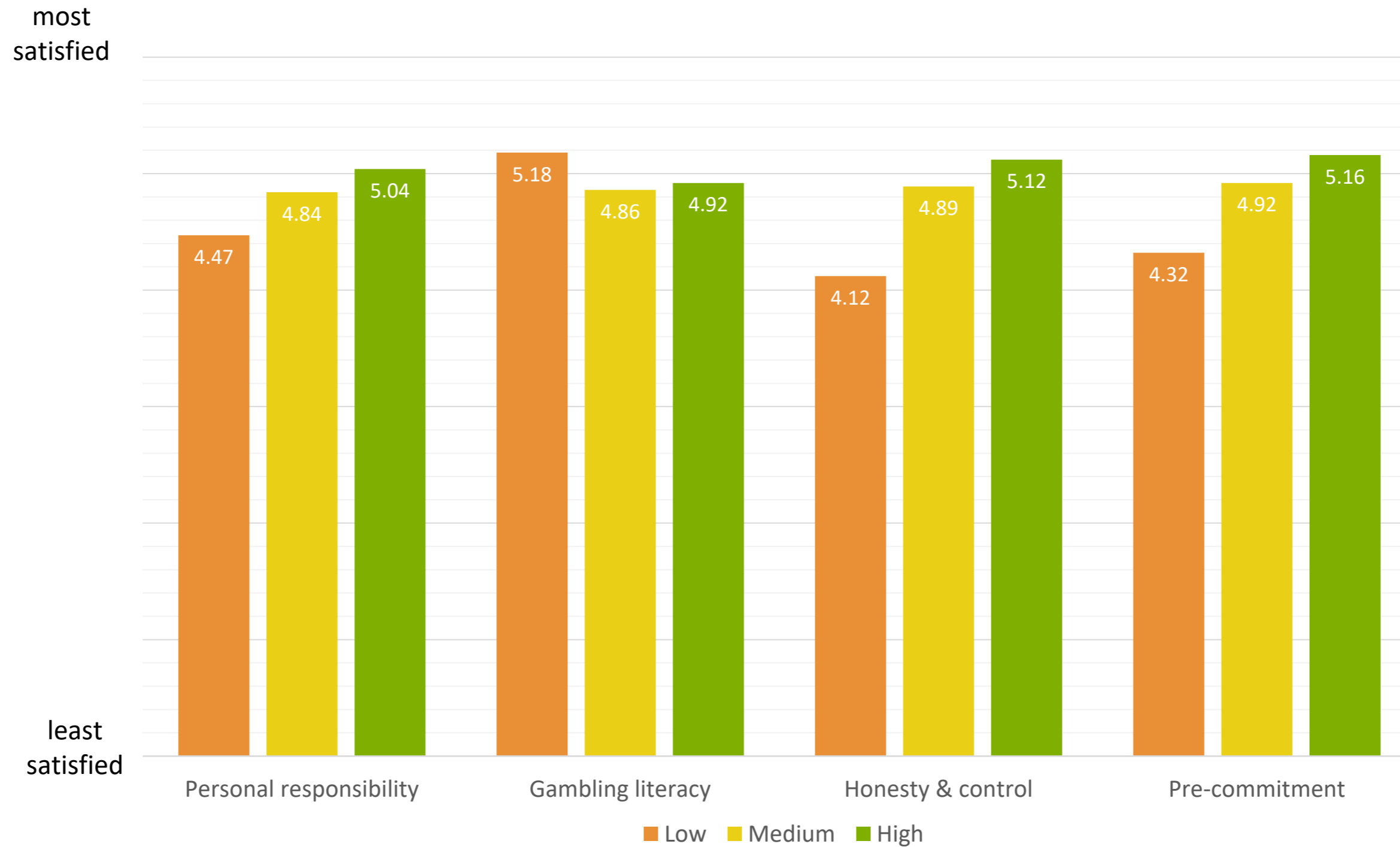
As PPS scores increase, PGSI scores decrease, indicating that positive play is incompatible with problem gambling. However, whilst a high PGSI score reliably indicates a low PPS score, the opposite is not always true. That is, a low PPS score does not necessarily indicate problem gambling. This is likely because some PPS low scoring players do not play frequently enough to show symptoms or the consequences of PG. Consequently, we might speculate that for low PPS scoring players, as frequency of play increases, so does the likelihood that those players will develop a gambling problem.

05

PPS and player
satisfaction



Gambling satisfaction mean scores (out of 7) by PPS category scores



Player satisfaction (past year) increased alongside positive play beliefs and behaviors, except in relation to *gambling literacy* where those with low PPS scores had slightly higher satisfaction ratings.

Positive play and satisfaction with gambling

Key findings:

Players were more satisfied with their gambling experience when they accepted personal responsibility for their gambling, were honest and in control about their gambling and when they considered limits for the amount of money and time they should spend gambling (i.e., *pre-commitment*).

Interestingly, player satisfaction was not associated with *gambling literacy* scores.

Implications:

Playing responsibly and holding responsible beliefs about gambling does not appear to decrease satisfaction with gambling, suggesting that RG promotion to date is not a deterrent to responsible play and may even provide added value. That *pre-commitment* and satisfaction are linked makes intuitive sense. Players who pre-determine how much they can afford to lose and then adhere to that limit are unlikely to experience high levels of anxiety due to their gambling losses. Higher scores on *personal responsibility & honesty and control* may be indicative of an overall high level of psychological well being, which may translate into less worry and concern about losing control over gambling than those players who have lower PPS scores.

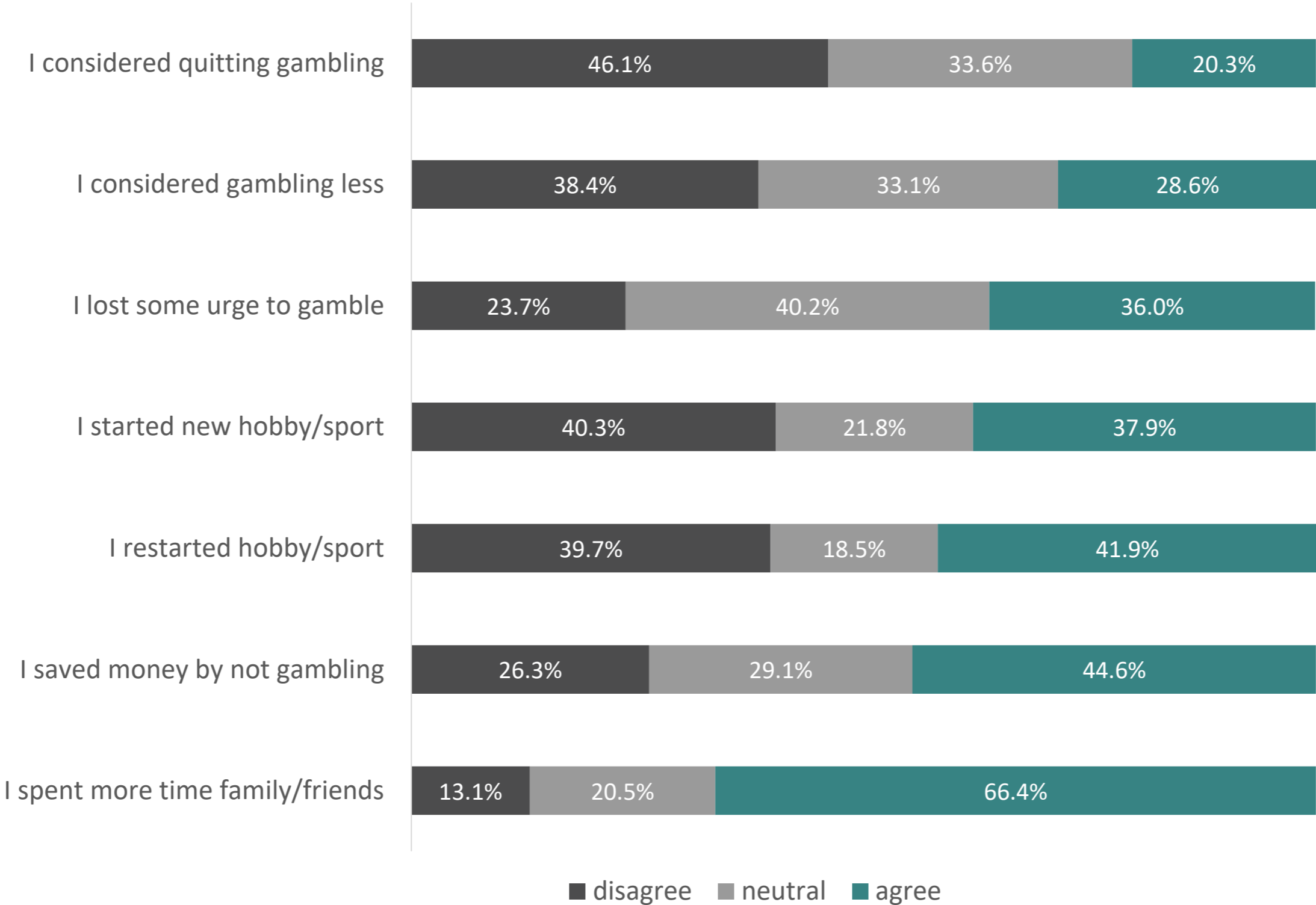
That *gambling literacy* was unassociated with satisfaction was unexpected and deserving of additional empirical attention. Perhaps being well informed about the realistic chances of winning does not increase the fun of gambling, but neither does it appear to diminish the fun either.

06

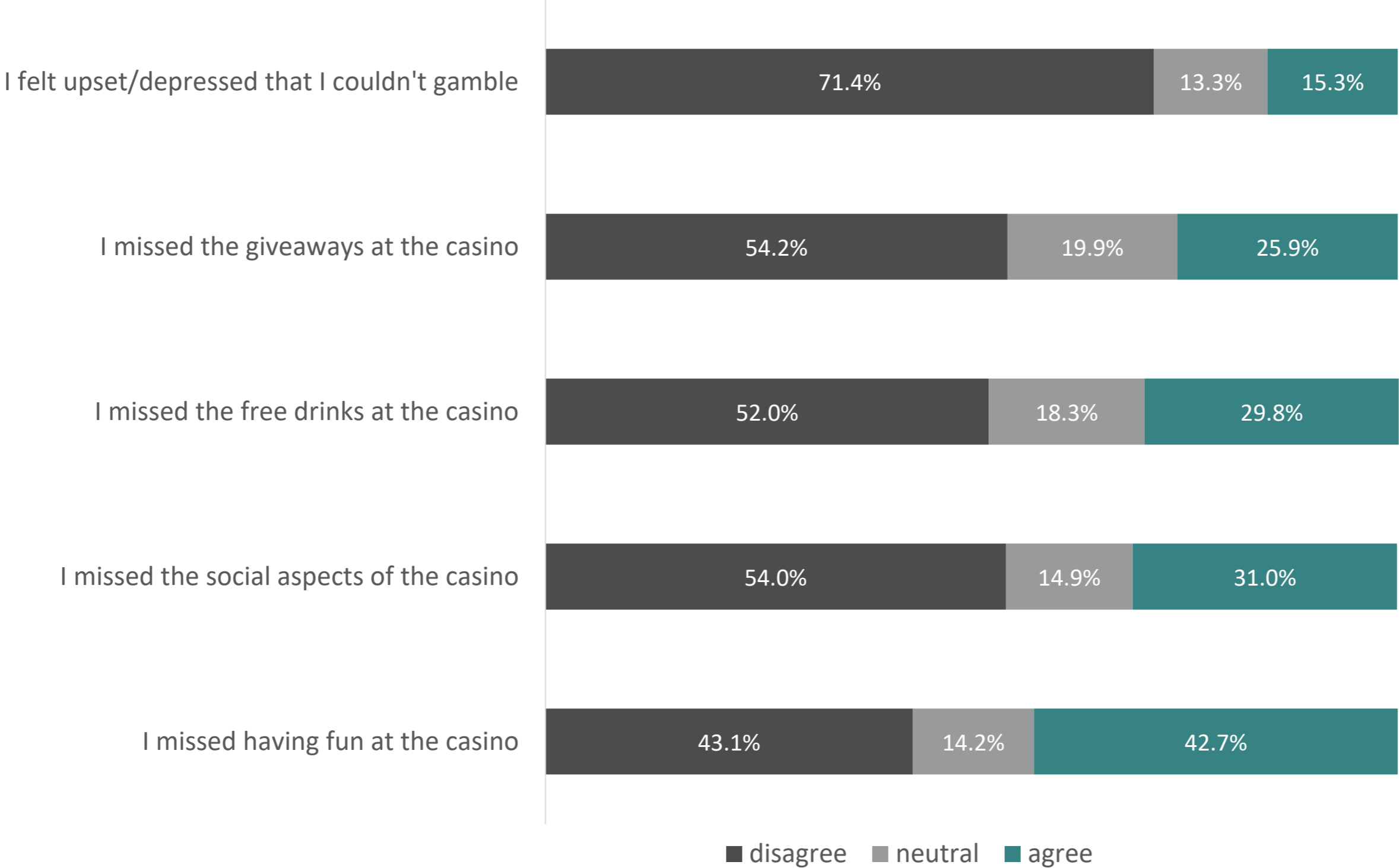
Gambling during and
after COVID-19
lockdown



When the casinos were closed due to COVID-19

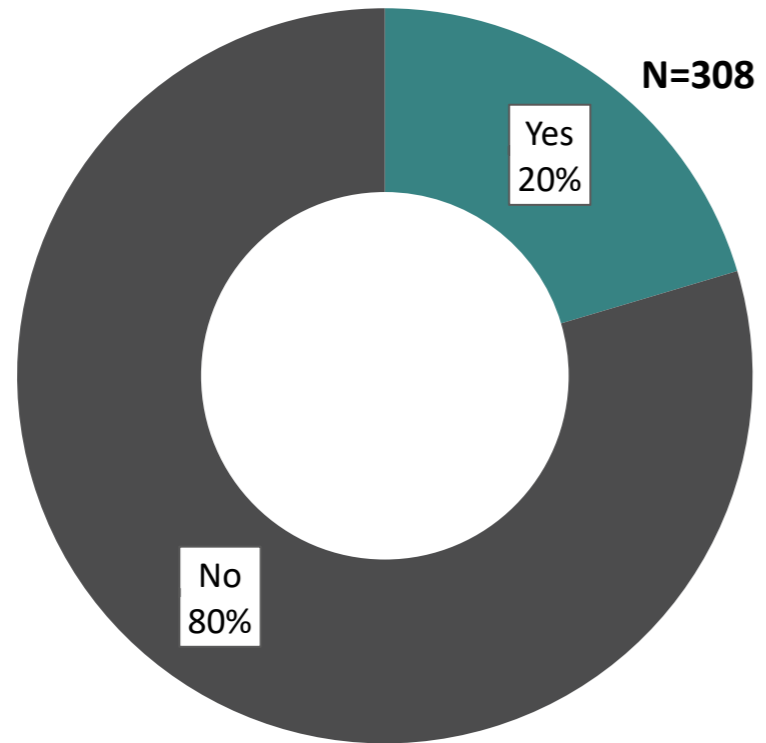


When the casinos were closed due to COVID-19

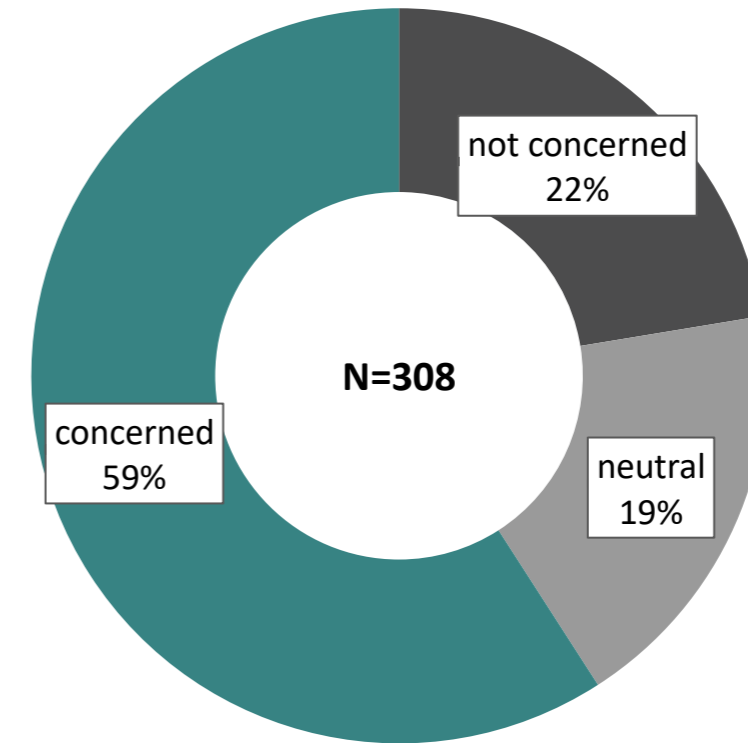


Casino gambling after the COVID-19 lockdown

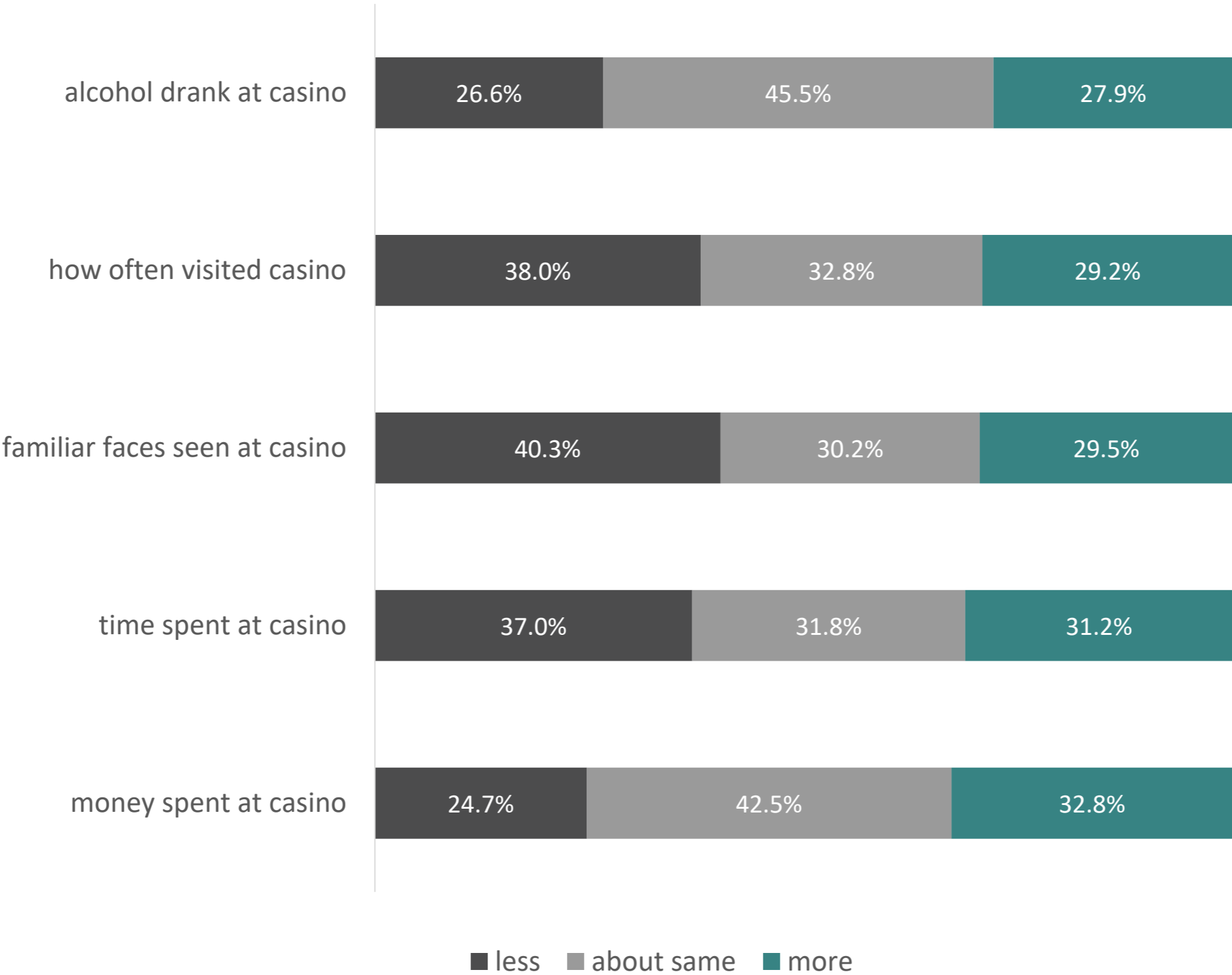
Have you visited a casino since they reopened in July 2020?



How concerned were you about COVID-19 when returning to the casino?



Behavior since the casinos reopened in July 2020, in comparison to before the pandemic

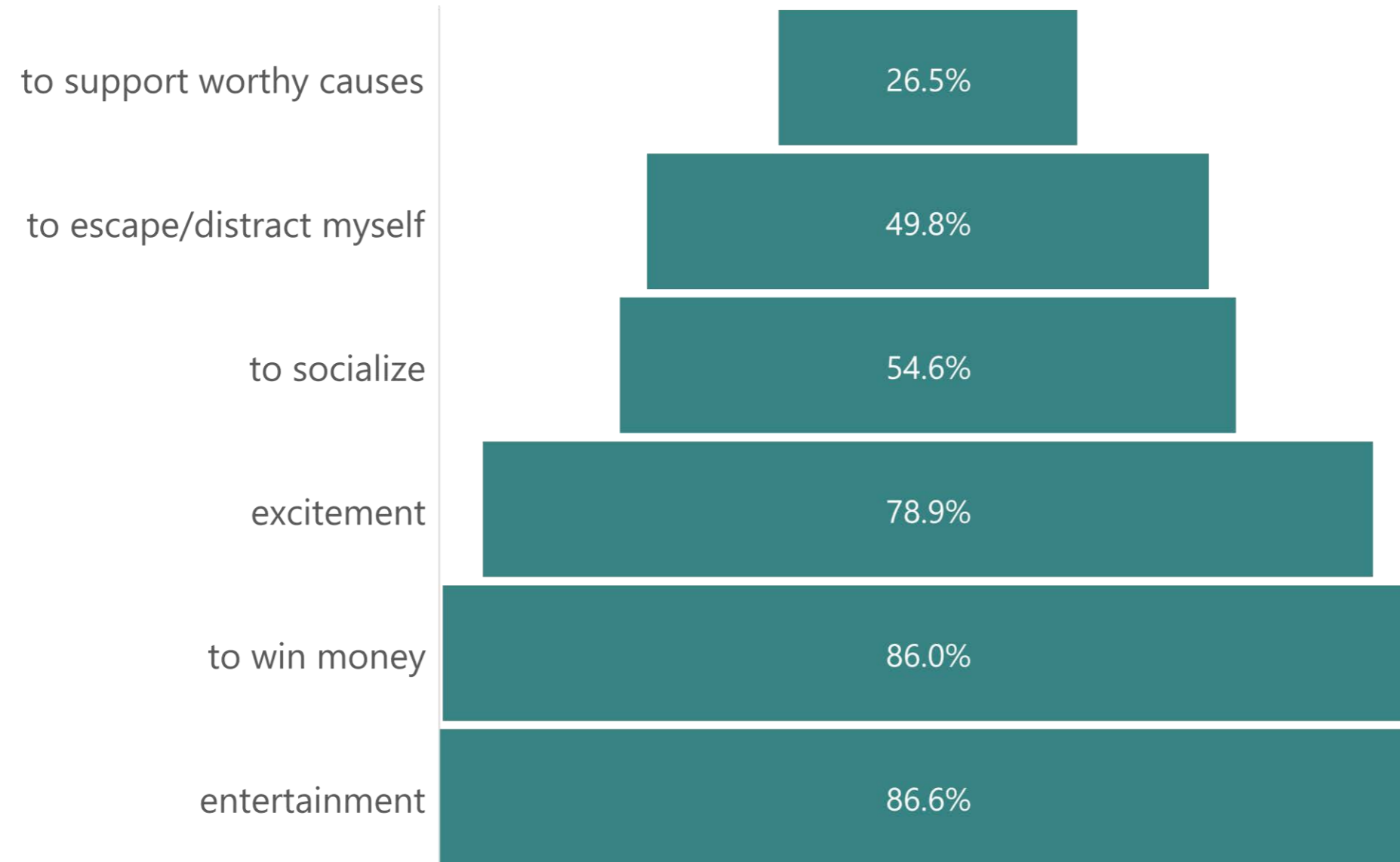


07

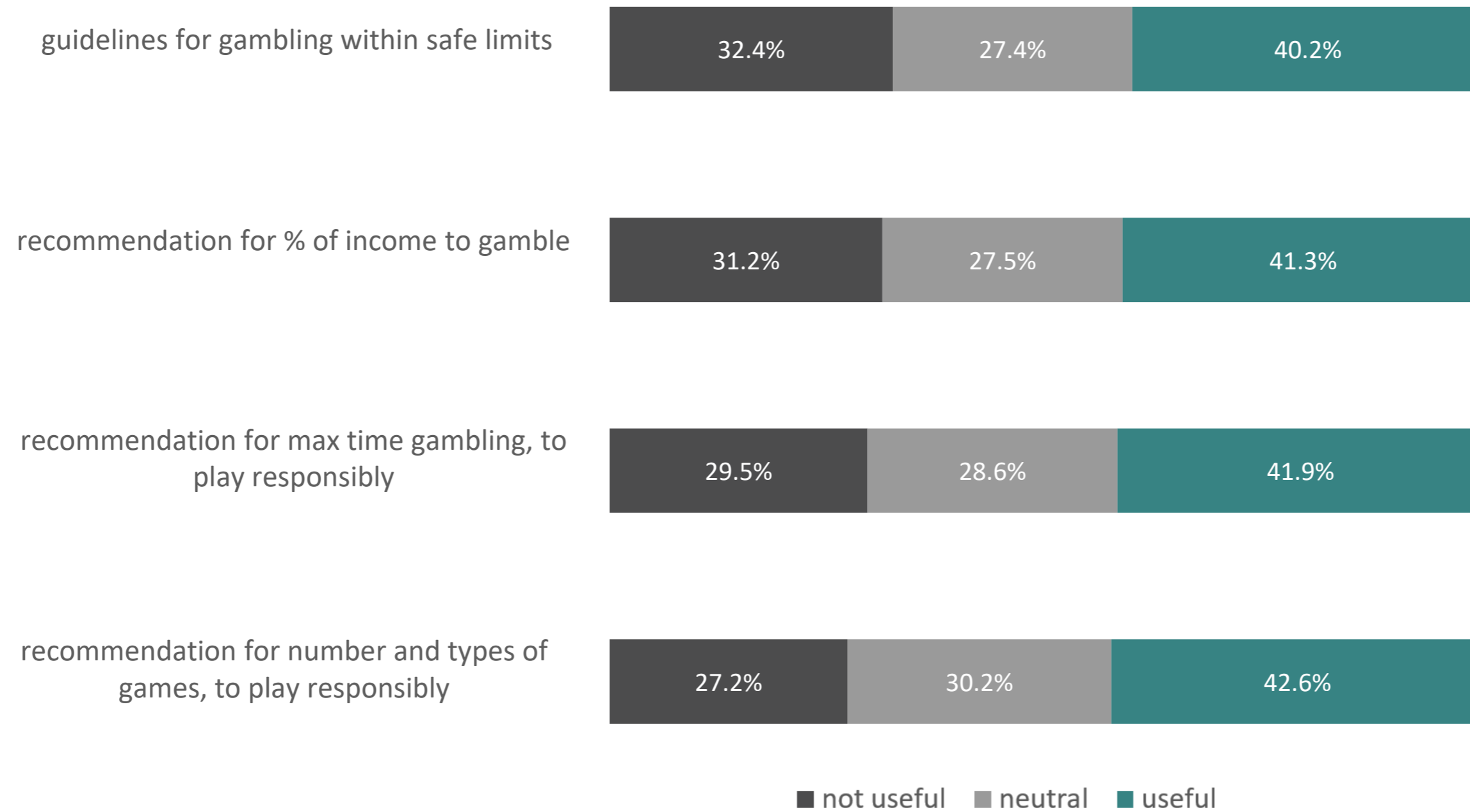
Gambling motivations and views
about gambling and responsible
gambling features



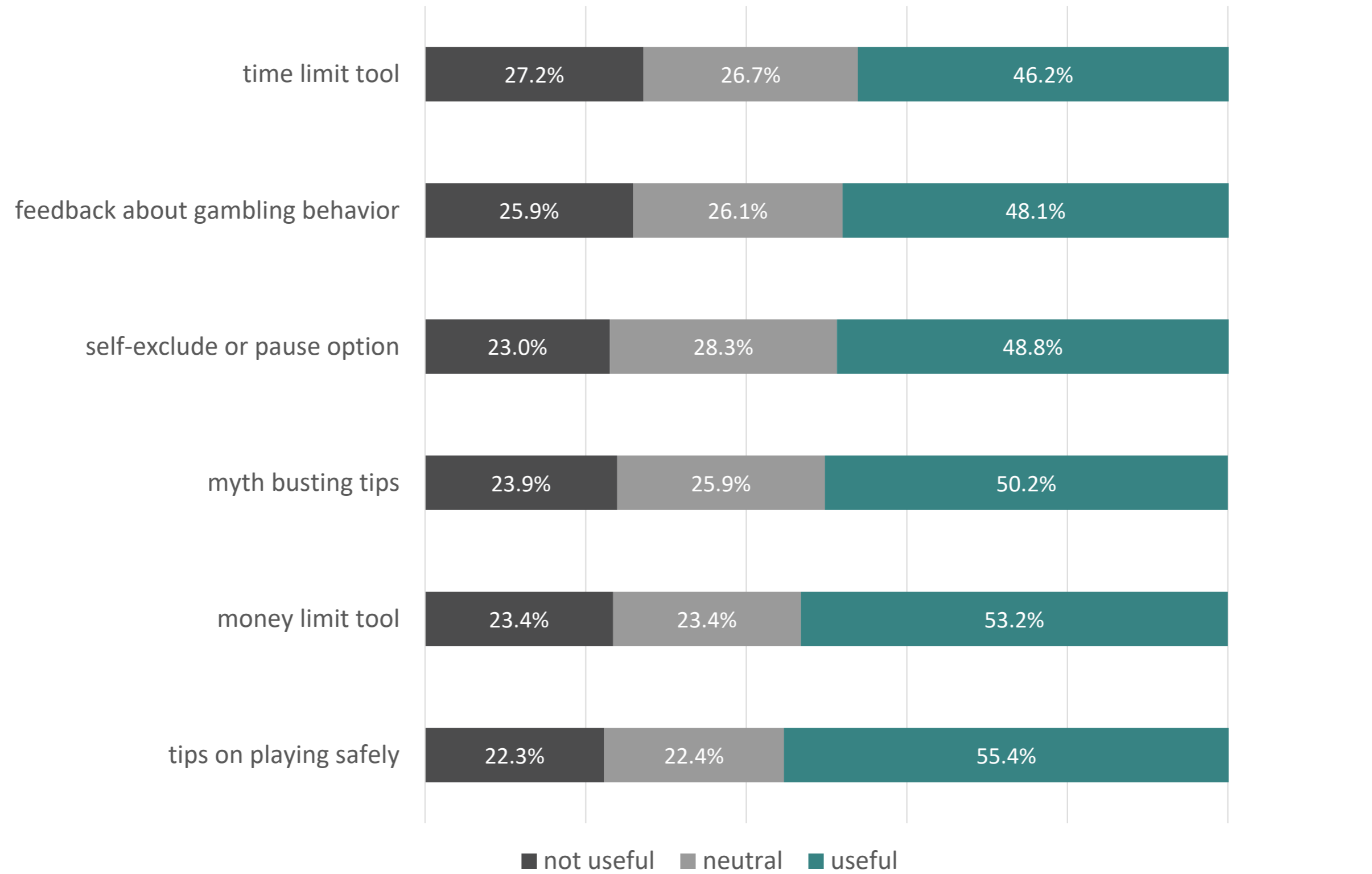
Reasons for gambling: all players, all games



Views on the usefulness of responsible gambling recommendations/guidelines

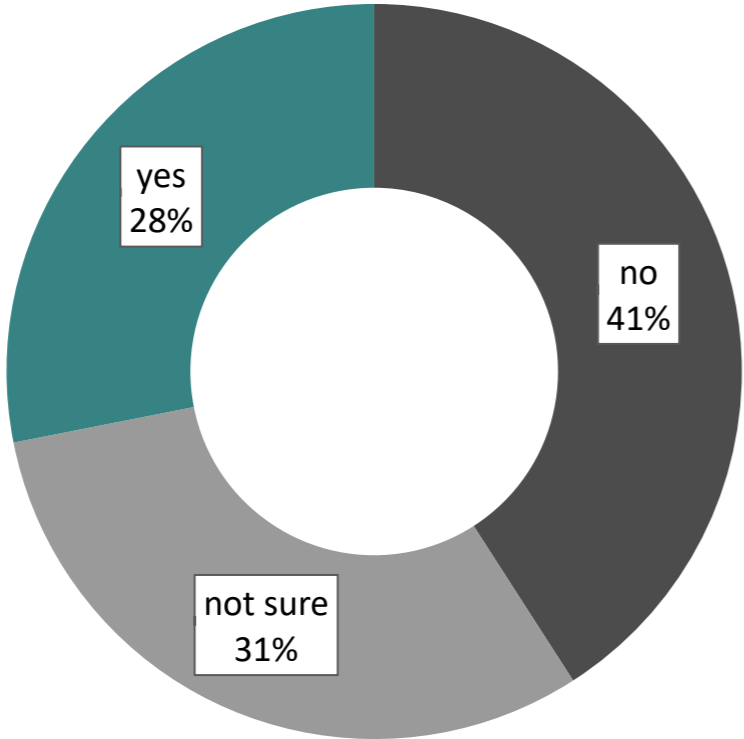


If online gambling is legalized in Massachusetts, which of the following would you find useful?

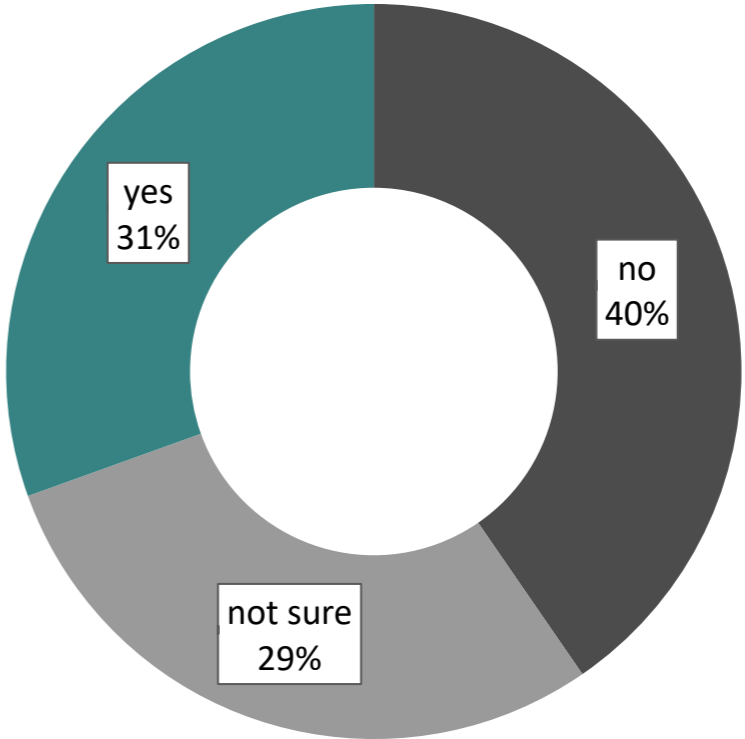


Views about free online games and video games

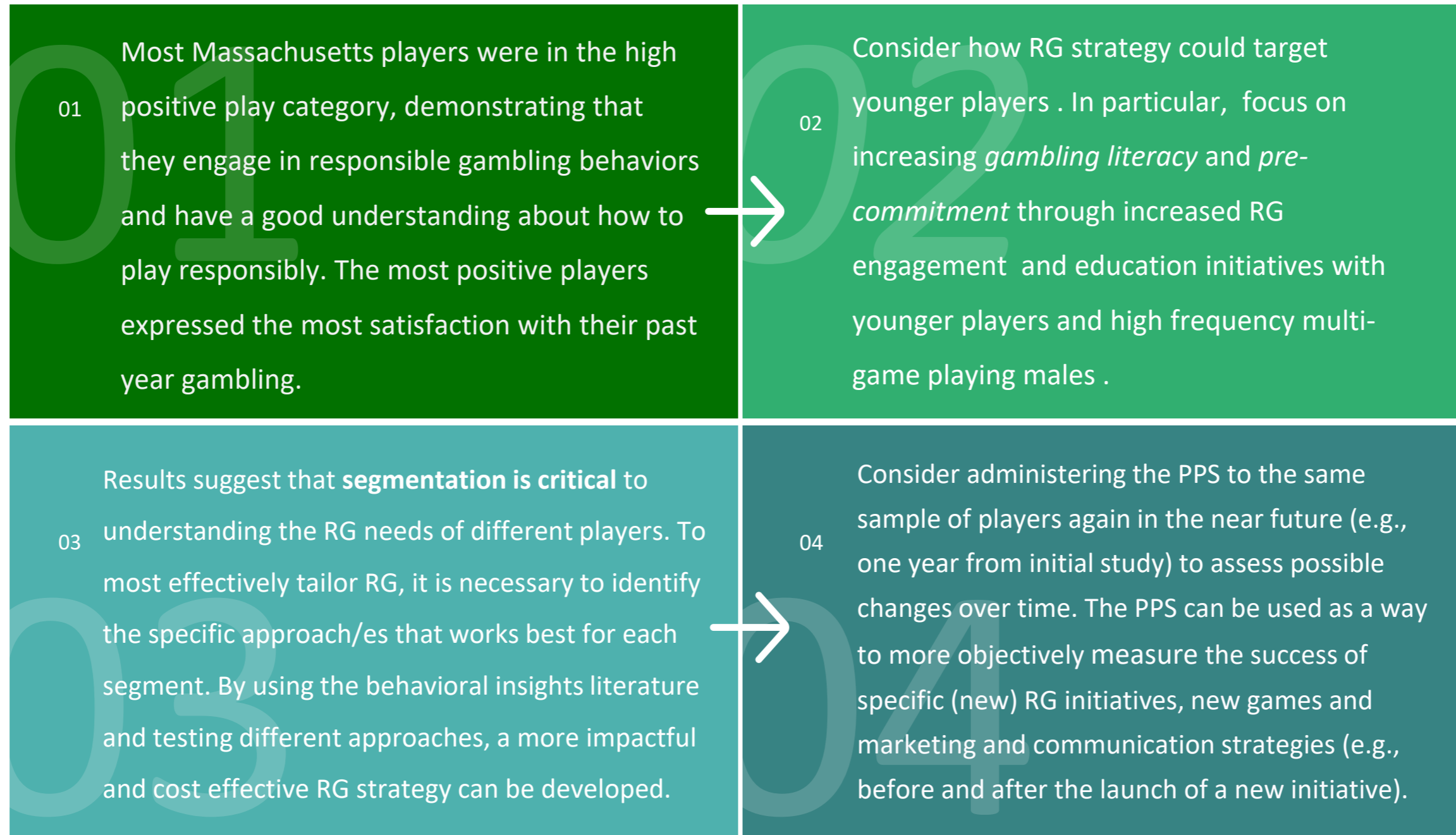
Do you consider it gambling to pay money to boost or extend your play in free to play online games/apps (e.g., candy crush or social casinos)?



Do you consider it gambling to pay money to purchase loot boxes (i.e., purchase mystery game items or enhance play) in video games?



Summary of key findings



08

Ideas for
increasing
Positive
Play



Increasing Gambling literacy and Pre-commitment scores amongst players in Massachusetts

- A segmented approach is critical
- Identify a range of possible interventions
- **Easy Attractive Social Timely**
- Work with stakeholder group to narrow down ideas
- Test ideas with player groups
- Define measurement goals and strategy
- Re-test PPS scores with same participants

Ideas for increasing Pre-commitment scores amongst Massachusetts players

- **Social proof** the idea that people are influenced by what others do

Did you know that.....

“86% of players in Massachusetts report that they consider how much money they are willing to lose before they play.”

“94% of players in Massachusetts agree that they should only gamble when they have enough money to cover their bills first.”

“86% of players in Massachusetts agree that they only gamble with money that they can afford to lose.”

- **Anchoring** communicate the average amount that Lotto or scratch ticket jackpot winners bet.

Ideas for increasing Pre-commitment scores amongst players in Massachusetts

- People like to be **consistent**, making a **commitment** encourages them to follow through
 - Ask players how they will decide on a limit before they gamble
 - Give them some options and ask them to tick which strategies they will use
- **Reduce friction**
 - If possible, make setting a limit the default action before playing
- Develop **Positive Language** for all player facing interactions and features (e.g., avoid “limit setting” maybe “My money” or My bankroll”). Specific language needs to be developed and tested with players. Consider dropping the term “*Responsible Gambling*” from all player facing communications as the term is associated with problem gambling.

Ideas for increasing Gambling literacy scores amongst players in Massachusetts

➤ Social Proof

“most players in Massachusetts agree that.....”

“Gambling is not a good way to try to make money” (82% of players in Massachusetts agree)

“Your chances of winning don’t improve after you lose” (62% of players in Massachusetts agree)

“Playing more frequently doesn’t improve your chances of winning more than you will lose” (66% of players in Massachusetts agree)

➤ Videos (Social media, in-venue screens, TV)

➤ What every player needs to know

<https://www.youtube.com/watch?v=ZxMKhUMF-EE>

An example of applying findings from the PPS in Nova Scotia for Responsible Gambling Awareness week

Kai the surfer

<https://www.youtube.com/watch?v=VLB8nVq824g>

Norah the coffee connoisseur

<https://www.youtube.com/watch?v=Su16V6AqAhE>

Ideas for increasing Gambling literacy scores amongst Massachusetts players

- **Reward &/or reciprocity** players need to see merit in attending to an RG message
- **PPS self-test** develop a PPS based fun quiz for players to learn about their playing style

Ideas for increasing overall player engagement with RG

- **Rebrand RG** develop a more positive way to communicate with players to avoid negative connotations (RG experts and marketing collaboration)
 - Develop a more positive overall term to replace RG in all player facing communications
 - Develop more positive terms for all RG related player tools (limit tools, budget tools, self-exclusion,



For further information contact:

Dr Richard Wood

Richard@gamres.org

www.gamres.org



gamres
PUTTING RESEARCH INTO PLAY



Regulation Review Checklist

Agency Contacts for This Specific Regulation		
Name	Email	Phone
Carrie Torrisi		
Loretta Lillios		
Bruce Band		
Overview		
CMR Number	205 CMR 134.01	
Regulation Title	Key Gaming Employee Licensees	
& Draft Regulation	& Final Regulation	
Type of Proposed Action		
ü Please check all that apply		
& Retain the regulation in the current form.		
& New regulation (Please provide statutory cite requiring regulation):		
& Emergency regulation (Please indicate the date regulation must be adopted):		
& Amended regulation (Please indicate the date regulation was last revised): 8/10/2018		
& Technical correction		
& Other Explain:		

Summary of Proposed Action
The proposed amendment will allow the licensee to bring in staff from a sister property in an emergency situation to serve as Key Gaming Employees without requiring licensure.
Nature of and Reason for the Proposed Action
The purpose of this amendment is to cover any short-staffing needs resulting from COVID-19.

Additional Comments or Issues Not Earlier Addressed by this Review

Regulation Review Checklist

Required Attachments	
☐ Please check all that apply	
& Redlined version of the proposed amendment to the regulation, including repeals	& Clean copy of the regulation if it is a new chapter or if there is a recommendation to retain as-is
& Text of statute or other legal bases for regulation	
& Small Business Impact Statement (SBIS)	& Amended SBIS



AMENDED SMALL BUSINESS IMPACT STATEMENT

The Massachusetts Gaming Commission (“Commission”) hereby files this amended Small Business Impact Statement in accordance with G.L. c.30A, § 5 relative to the amendment to **205 CMR 134.01: Key Gaming Licensees** was adopted by emergency, and for which a public hearing was held on January 28, 2021.

The amendment allows a gaming licensee to bring in staff from a sister property in an emergency situation to serve as Key Gaming Employees without requiring licensure. This amendment is primarily governed by G.L. c. 23K, §4(28), 5.

The amendment to 205 CMR 134.01 applies to the gaming licensees and employees. Accordingly, this regulation is unlikely to have an impact on small businesses.

In accordance with G.L. c.30A, §5, the Commission offers the following responses on whether any of the following methods of reducing the impact of the proposed regulation on small businesses would hinder achievement of the purpose of the proposed regulation:

1. Establishing less stringent compliance or reporting requirements for small businesses:

As a general matter, no small businesses will be negatively impacted by this amendment as it solely relates to licensees and their employees. Accordingly, there are no less stringent compliance or reporting requirements for small businesses.

2. Establishing less stringent schedules or deadlines for compliance or reporting requirements for small businesses:

There are no schedules or deadlines for compliance or reporting requirements by this amendment.

3. Consolidating or simplifying compliance or reporting requirements for small businesses:

This amendment does not impose any reporting requirements.

4. Establishing performance standards for small businesses to replace design or operational standards required in the proposed regulation:

There are no design or operational standards required in the proposed amendment.



Massachusetts Gaming Commission

5. An analysis of whether the proposed regulation is likely to deter or encourage the formation of new businesses in the Commonwealth:

This amendment is not likely to deter or encourage the formation of new businesses in the Commonwealth as it is limited in its likely impact on the business community.

6. Minimizing adverse impact on small businesses by using alternative regulatory methods:

This amendment does not create any adverse impact on small businesses.

Massachusetts Gaming Commission

By:

Carrie Torrisi
Associate General Counsel
Legal Division

Dated: _____



Massachusetts Gaming Commission

205 CMR: MASSACHUSETTS GAMING COMMISSION

205 CMR 1434.00: LICENSING AND REGISTRATION OF EMPLOYEES, VENDORS, JUNKET ENTERPRISES AND REPRESENTATIVES, AND LABOR ORGANIZATIONS

134.01: Key Gaming Employee Licensees

No individual shall be employed by or perform services for a gaming licensee as a key gaming employee, as defined by M.G.L. c. 23K, § 2, unless the individual has been licensed in accordance with M.G.L. c. 23K, § 30 and 205 CMR 134.00. There shall be two categories of key gaming employee licensees: key gaming employee-executive and key gaming employee-standard.

(1) An individual holding one of the following positions, and any person in a similar or equivalent position, regardless of job title, whose employment relates to gaming shall be designated as a key gaming employee-executive:

- (a) Assistant General Manager;
- (b) Chief Internal Audit Officer;
- (c) Gaming Manager;
- (d) Chief Financial Officer;
- (e) Chief of Security;
- (f) General Manager;
- (g) Chief Surveillance Officer;
- (h) Chief Compliance Officer;
- (i) Principal executive Officer;
- (j) Principal operating Officer;
- (k) Principal accounting Officer;
- (l) Chief Information Officer;
- (m) Other executive level employees who are not identified as a key gaming employee-standard in accordance with 205 CMR 134.01(2) as determined by the commission.

(2) An individual holding one of the following positions, and any person in a similar or equivalent position, regardless of job title, whose employment relates directly to a gaming establishment shall be designated as a key gaming employee-standard:

- (a) Controller;
- (b) Electronic gaming device or slot machines manager;
- (c) Human resources manager;
- (d) Information technology manager;
- (e) Pit boss;
- (f) Shift supervisor of table games, of a slot department, credit department, security, surveillance, accounting department, cage, or player development;
- (g) Credit manager;

- (h) Cage manager;
- (i) Hotel Manager;
- (j) Entertainment Director;
- (k) Food & Beverage Manager;
- (l) Other managerial employees who are not identified as a key gaming employee-executive in accordance with 205 CMR 134.01(1), but who are empowered to make discretionary decisions which impact gaming establishment operations, or as determined by the commission;
- (m) Junket representative not employed by a gaming licensee or affiliate of the gaming licensee or a junket enterprise licensed as a gaming vendor in accordance with 205 CMR 134.00.

(3) Any individual who is a qualifier of a gaming licensee but who does not perform any of the duties of the positions identified in 205 CMR 134.01(1)(a) or (b) does not have to become licensed as a key gaming employee. Such individual does have to be approved as a qualifier and issued a positive determination of suitability in accordance with 205 CMR 111.00: *Phase 1 Application Requirements*, 205 CMR 115.00: *Phase 1 Suitability Determination, Standards and Procedures*, and 205 CMR 116.00: *Persons Required to Be Licensed or Qualified*. An individual who has been issued a positive determination of suitability in accordance with 205 CMR 111.00: *Phase 1 Application Requirements* and who will be performing the responsibilities requiring licensure as a key gaming employee shall apply for licensure in accordance with 205 CMR 134.08(2) subject to the term limitation of 205 CMR 134.16(4).

(4) From the date operations are recommenced after any period of suspension or during any emergency situation as defined in 205 CMR 109.00, a gaming licensee may temporarily allow, subject to approval by the Bureau, individuals who are employed at a gaming property which is owned and/or operated by it, its parent, or an affiliated company to assist with gaming establishment strategy and/or operation for up to 60 days without those individuals having to become licensed or registered in accordance with 205 CMR 134.00, provided that the gaming licensee does the following:

- (a) Supplies the Bureau a reasonable time in advance of arrival with the name of the individual; the name of the gaming property at which they are employed; their position at the gaming property at which they are employed; a description of the reason for the individual being at the gaming establishment, including the services to be performed, the anticipated duration of their stay, and any other information requested by the Bureau;
- (b) Ensures all individuals performing services under 205 CMR 134.01(1) or 134.01(2) carry identification and wear a badge issued by the gaming licensee that is distinguishable from those that are issued to employees of the gaming establishment and that is clearly visible at all times while at the gaming establishment;
- (c) If the individual is licensed, certified, or otherwise approved for employment by the jurisdiction which the gaming property in which they are employed is located, an individual licensed as a key gaming employee in accordance with 205 CMR 134.00 shall attest in writing that the individual is in good standing in that jurisdiction; and

(d) Ensures that the individual is accompanied by an individual who is licensed or registered in accordance with 205 CMR 134.00 anytime they are in a restricted area of the gaming establishment.

(5) The Commission, upon recommendation from the Division of Licensing and the Bureau, may extend the period of allowance set forth in 205 CMR 134.01(4) for a period not to exceed six months from the date operations are recommenced after any period of suspension or for the duration of any emergency situation as defined in 205 CMR 109.00 following consideration of the gaming licensee's written explanation of need, continuing training plan, and expected duration.

Regulation Review Checklist

Agency Contacts for This Specific Regulation		
Name	Email	Phone
Carrie Torrisi		
Loretta Lillios		
Bruce Band		
Overview		
CMR Number	205 CMR 134.02	
Regulation Title	Gaming Employee Licensees	
& Draft Regulation	& Final Regulation	
Type of Proposed Action		
ü Please check all that apply		
& Retain the regulation in the current form.		
& New regulation (Please provide statutory cite requiring regulation):		
& Emergency regulation (Please indicate the date regulation must be adopted):		
& Amended regulation (Please indicate the date regulation was last revised): 8/10/2018		
& Technical correction		
& Other Explain:		

Summary of Proposed Action
The proposed amendment will allow the licensee to bring in staff from a sister property in an emergency situation to serve as gaming employees without requiring licensure.
Nature of and Reason for the Proposed Action
The purpose of this amendment is to cover any short-staffing needs resulting from COVID-19.

Additional Comments or Issues Not Earlier Addressed by this Review

Regulation Review Checklist

Required Attachments	
☐ Please check all that apply	
& Redlined version of the proposed amendment to the regulation, including repeals	& Clean copy of the regulation if it is a new chapter or if there is a recommendation to retain as-is
& Text of statute or other legal bases for regulation	
& Small Business Impact Statement (SBIS)	& Amended SBIS



AMENDED SMALL BUSINESS IMPACT STATEMENT

The Massachusetts Gaming Commission (“Commission”) hereby files this amended Small Business Impact Statement in accordance with G.L. c.30A, § 5 relative to the amendment to **205 CMR 134.02: Gaming Employee Licensees** was adopted by emergency, and for which a public hearing was held on January 28, 2021.

The amendment allows a gaming licensee to bring in staff from a sister property in an emergency situation to serve as gaming employees without requiring licensure. This amendment is primarily governed by G.L. c. 23K, §4(28), 5.

The amendment to 205 CMR 134.02 applies to the gaming licensees and employees. Accordingly, this regulation is unlikely to have an impact on small businesses.

In accordance with G.L. c.30A, §5, the Commission offers the following responses on whether any of the following methods of reducing the impact of the proposed regulation on small businesses would hinder achievement of the purpose of the proposed regulation:

1. Establishing less stringent compliance or reporting requirements for small businesses:

As a general matter, no small businesses will be negatively impacted by this amendment as it solely relates to licensees and employees. Accordingly, there are no less stringent compliance or reporting requirements for small businesses.

2. Establishing less stringent schedules or deadlines for compliance or reporting requirements for small businesses:

There are no schedules or deadlines for compliance or reporting requirements by this amendment.

3. Consolidating or simplifying compliance or reporting requirements for small businesses:

This amendment does not impose any reporting requirements.

4. Establishing performance standards for small businesses to replace design or operational standards required in the proposed regulation:

There are no design or operational standards required in the proposed amendment.



Massachusetts Gaming Commission

5. An analysis of whether the proposed regulation is likely to deter or encourage the formation of new businesses in the Commonwealth:

This amendment is not likely to deter or encourage the formation of new businesses in the Commonwealth as it is limited in its likely impact on the business community.

6. Minimizing adverse impact on small businesses by using alternative regulatory methods:

This amendment does not create any adverse impact on small businesses.

Massachusetts Gaming Commission

By:

Carrie Torrisi
Associate General Counsel
Legal Division

Dated: _____



Massachusetts Gaming Commission

205 CMR: MASSACHUSETTS GAMING COMMISSION

205 CMR 1434.00: LICENSING AND REGISTRATION OF EMPLOYEES, VENDORS,
JUNKET ENTERPRISES AND REPRESENTATIVES, AND LABOR ORGANIZATIONS

134.02: Gaming Employee Licensees

(1) No individual shall be employed by or perform services for a gaming licensee as a gaming employee, as defined by M.G.L. c. 23K, § 2, unless the individual has been licensed in accordance with M.G.L. c. 23K, § 30, and 205 CMR 134.00. An individual holding one of the following positions, and any person in a similar or equivalent position, regardless of job title, shall be designated as a gaming employee:

- (a) Boxpersons;
- (b) Cashiers;
- (c) Change personnel;
- (d) Clerks;
- (e) Count room personnel;
- (f) Data processing personnel;
- (g) Dealers and croupiers;
- (h) Floorpersons;
- (i) Gaming Hosts;
- (j) Internal audit and accounting personnel whose duties include reviewing, verifying, and recording gaming revenue entries, the processing or control of active accounting documents related to gaming activity, or that have access to active accounting documents related to gaming activity;
- (k) An individual who is directly connected to the operation or maintenance of a slot machine or game taking place in a gaming establishment (whether employed by the gaming licensee or a vendor licensed in accordance with 205 CMR 134.00);
- (l) Personnel authorized to extend complimentary services, including employees performing functions similar to those performed by a junket representative;
- (m) Junket representative employed by the gaming licensee or affiliate of the gaming license or a junket enterprise licensed as a gaming vendor in accordance with 205 CMR 134.00;

- (n) Personnel authorized to issue credit;
- (o) Personnel authorized to issue promotional play including persons who identify patrons or groups of patrons who shall receive complimentary based on actual patron play, authorize such complimentary, or determine the amount of such complimentary;
- (p) Personnel with security administrator access to a slot machine tracking system;
- (q) Security personnel, including guards and game observers, or an employee with knowledge of security procedures of the gaming establishment;
- (r) Surveillance personnel, including surveillance equipment maintenance and repair technicians (whether employed by the gaming licensee or a vendor licensed in accordance with 205 CMR 134.00);
- (s) Any employee who conducts or participates in the conduct of gaming, who participates in the transfer or handling of chips, tokens or money, or who participates in audit or accounting functions;
- (t) Any employee who has access to a restricted area of a gaming establishment;
- (u) A person who supervises a person required to be licensed as a gaming employee in accordance with 205 CMR 134.02; and
- (v) An employee of a gaming licensee whom the Bureau deems necessary to be licensed to ensure compliance with the M.G.L. c. 23K, and 205 CMR, and to protect the public and ensure the credibility and integrity of gaming in the Commonwealth.

(2) From the date operations are recommenced after any period of suspension or during any emergency situation as defined in 205 CMR 109.00, a gaming licensee may temporarily allow, subject to approval by the Bureau, individuals who are employed at a gaming property which is owned and/or operated by it, its parent, or an affiliated company to assist with gaming establishment strategy and/or operation for up to 60 days without those individuals having to become licensed or registered in accordance with 205 CMR 134.00, provided that the gaming licensee does the following:

- (a) Supplies the Bureau a reasonable time in advance of arrival with the name of the individual; the name of the gaming property at which they are employed; their position at the gaming property at which they are employed; a description of the reason for the individual being at the gaming establishment, including the services to be performed, the anticipated duration of their stay, and any other information requested by the Bureau;
- (b) Ensures all individuals performing services under 205 CMR 134.02 carry identification and wear a badge issued by the gaming licensee that is distinguishable from

those that are issued to employees of the gaming establishment and that is clearly visible at all times while at the gaming establishment;

(c) If the individual is licensed, certified, or otherwise approved for employment by the jurisdiction which the gaming property in which they are employed is located, an individual licensed as a key gaming employee in accordance with 205 CMR 134.00 shall attest in writing that the individual is in good standing in that jurisdiction; and

(d) Ensures that the individual is accompanied by an individual who is licensed or registered in accordance with 205 CMR 134.00 anytime they are in a restricted area of the gaming establishment.

(3) The Commission, upon recommendation from the Division of Licensing and the Bureau, may extend the period of allowance set forth in 205 CMR 134.01(4) for a period not to exceed six months from the date operations are recommenced after any period of suspension or for the duration of any emergency situation as defined in 205 CMR 109.00 following consideration of the gaming licensee's written explanation of need, continuing training plan, and expected duration.



Division of Racing

TO: Cathy Judd-Stein, Chair
Gayle Cameron, Commissioner
Eileen O'Brien, Commissioner
Enrique Zuniga, Commissioner

FROM: Alexandra Lightbown, Director of Racing

CC: Karen Wells, Executive Director
Todd Grossman, General Counsel

DATE: January 25, 2021

RE: Recovery of 2019 Unclaimed Winnings from
Plainridge Racecourse

Dear Commissioners:

In accordance with Massachusetts General Law Chapter 128A Section 5, Senior Financial Analyst Chad Bourque has reviewed the unclaimed winnings from calendar year 2019 at Plainridge Racecourse and determined that \$173,507.17 is payable to the Commonwealth of Massachusetts.

Recommendation: That the Commission approve the payment of \$173,507.17 from Plainridge Racecourse to the Commonwealth of Massachusetts for 2019 unclaimed winnings ("Outs").



Massachusetts Gaming Commission



Division of Racing

TO: Cathy Judd-Stein, Chair
Gayle Cameron, Commissioner
Eileen O'Brien, Commissioner
Enrique Zuniga, Commissioner

FROM: Alexandra Lightbown, Director of Racing

CC: Karen Wells, Executive Director
Todd Grossman, General Counsel

DATE: January 25, 2021

RE: Recovery of 2019 Unclaimed Winnings from
Sterling Suffolk Racecourse

Dear Commissioners:

In accordance with Massachusetts General Law Chapter 128A Section 5, Senior Financial Analyst Chad Bourque has reviewed the unclaimed winnings from calendar year 2019 at Sterling Suffolk Racecourse and determined that \$263,731.41 is payable to the Commonwealth of Massachusetts.

Recommendation: That the Commission approve the payment of \$263,731.41 from Sterling Suffolk Racecourse to the Commonwealth of Massachusetts for 2019 unclaimed winnings ("Outs").



Massachusetts Gaming Commission



Division of Racing

TO: Cathy Judd-Stein, Chair
Gayle Cameron, Commissioner
Eileen O'Brien, Commissioner
Enrique Zuniga, Commissioner

FROM: Alexandra Lightbown, Director of Racing

CC: Karen Wells, Executive Director
Todd Grossman, General Counsel

DATE: January 25, 2021

RE: Recovery of 2019 Unclaimed Winnings from
Wonderland Greyhound Park

Dear Commissioners:

In accordance with Massachusetts General Law Chapter 128A Section 5, Senior Financial Analyst Chad Bourque has reviewed the unclaimed winnings from calendar year 2019 for Wonderland Greyhound Park and determined that \$3,813.12 is payable to the Commonwealth of Massachusetts.

Recommendation: That the Commission approve the payment of \$3,813.12 from Wonderland Greyhound Park to the Commonwealth of Massachusetts for 2019 unclaimed winnings ("Outs").



Massachusetts Gaming Commission



Division of Racing

TO: Cathy Judd-Stein, Chair
Gayle Cameron, Commissioner
Eileen O'Brien, Commissioner
Enrique Zuniga, Commissioner

FROM: Alexandra Lightbown, Director of Racing

CC: Karen Wells, Executive Director
Todd Grossman, General Counsel

DATE: January 25, 2021

RE: Recovery of 2019 Unclaimed Winnings from
Raynham/Taunton/Massasoit Greyhound
Associations

Dear Commissioners:

In accordance with Massachusetts General Law Chapter 128A Section 5, Senior Financial Analyst Chad Bourque has reviewed the unclaimed winnings from calendar year 2019 at Raynham/Taunton/Massasoit Greyhound Associations and determined that \$140,009.95 is payable to the Commonwealth of Massachusetts.

Recommendation: That the Commission approve the payment of \$140,009.95 from Raynham/Taunton/Massasoit Greyhound Associations to the Commonwealth of Massachusetts for 2019 unclaimed winnings ("Outs").



Massachusetts Gaming Commission



Division of Racing

TO: Cathy Judd-Stein, Chair
Gayle Cameron, Commissioner
Eileen O'Brien, Commissioner
Enrique Zuniga, Commissioner

FROM: Alexandra Lightbown, Director of Racing

CC: Karen Wells, Executive Director
Todd Grossman, General Counsel

DATE: January 25, 2021

RE: Distribution of 2019 Unclaimed Winnings from
Plainridge Racecourse, Sterling Suffolk Racecourse,
Raynham/Taunton/Massasoit Greyhound
Association and Wonderland Greyhound Park

Dear Commissioners:

In Accordance with M.G.L. 128A (live racing) Section 5A and M.G.L. 128C (simulcasting) Section 3A, amounts from unclaimed tickets by a racing meeting licensee shall be distributed to the purse account of the licensee that generated those unclaimed tickets.

Plainridge Racecourse	\$173,507.17
Sterling Suffolk Racecourse	\$263,731.41

In accordance with Chapter 86 of the Acts of 2010, Section 14, subsection 18, amounts from unclaimed tickets by a greyhound meeting licensee shall be distributed to the Racing Stabilization Fund.

Raynham/Taunton/Massasoit Greyhound Association	\$140,009.95
Wonderland Greyhound Park	\$3,813.12

Procedurally, we are requesting that once these funds have been submitted by the licensees and cleared MGC bank accounts, with your authorization, the Massachusetts Gaming Commission finance office will distribute these funds back to the licensees so that the appropriate accounts may be credited the funds.



Massachusetts Gaming Commission