



MASSACHUSETTS GAMING COMMISSION  
PUBLIC MEETING#319

September 10, 2020  
10:00 a.m.

**VIA CONFERENCE CALL NUMBER: 1-646-741-5292**  
**PARTICIPANT CODE: 112 888 5078**



Massachusetts Gaming Commission



**NOTICE OF MEETING and AGENDA  
September 10, 2020 – 10:00 a.m.**

**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, September 10, 2020  
10:00 a.m.**

**Massachusetts Gaming Commission**

VIA CONFERENCE CALL NUMBER: 1-646-741-5292

PARTICIPANT CODE: 112 888 5078

All documents and presentations related to this agenda will be available for your review on the morning of September 10, 2020 by [clicking here](#).

**PUBLIC MEETING - #319**

1. Call to order
2. Approval of Minutes
  - a. July 2, 2020
3. Administrative Update – Karen Wells, Interim Executive Director/Director of IEB
  - a. Casino Updates – Loretta Lillios, Chief Enforcement Counsel/Deputy Director; Bruce Band, Assistant Director/Gaming Agents Division Chief
  - b. Racing Update – Dr. Alex Lightbown, Director of Racing
4. Workforce, Supplier and Diversity Development – Jill Griffin, Director of Workforce, Supplier and Diversity Development



Massachusetts Gaming Commission

- a. Encore Boston Harbor Construction Diversity Close Out – Jill Griffin, Director of Workforce, Supplier and Diversity Development; Jacqui Krum, Jennie Peterson, Encore Boston Harbor; Shelley Webster, In Order Solutions; Emily Earl, Suffolk Construction
  - b. Access and Opportunity Committee Recognition – Jill Griffin; Liz Skidmore, North Atlantic States Regional Council of Carpenters; Savy Man-Doherty, E. M. Duggan Inc./Pipefitter Local 537; Brooke Woodson, Suffolk Construction
5. Research and Responsible Gaming – Mark Vander Linden, Director of Research and Responsible Gaming
- a. GameSense Update and Responsible Gaming Education Week – Teresa Fiore, Program Manager of Research and Responsible Gaming & GameSense Team
6. Executive Director Hiring Process and Interview – Chair Cathy Judd-Stein
- a. Recap of Hiring Process – Commissioner Enrique Zuniga
  - b. Opening Statement – Interim Executive Director Karen Wells
  - c. Commission Interview – Chair Cathy Judd-Stein; Commissioner Gayle Cameron; Commissioner Eileen O’Brien; Commissioner Bruce Stebbins; Commissioner Enrique Zuniga
- VOTE**
7. Commissioner Updates
8. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.

I certify that on this date, this Notice was posted as “Massachusetts Gaming Commission Meeting” at [www.massgaming.com](http://www.massgaming.com) and emailed to: [regs@sec.state.ma.us](mailto:regs@sec.state.ma.us), [melissa.andrade@state.ma.us](mailto:melissa.andrade@state.ma.us).

September 8, 2020

*Cathy Judd-Stein*, Chair

**Date Posted to Website:** September 8, 2020 at 10:00 a.m.



Massachusetts Gaming Commission



## Massachusetts Gaming Commission Meeting Minutes

**Date/Time:** July 2, 2020 – 10:35a.m.

**Place:** Massachusetts Gaming Commission  
VIA CONFERENCE CALL NUMBER: 1 646 741 5293  
MEETING ID: 112 556 7622

**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

10:40 a.m. Chair Cathy Judd-Stein called to order public meeting #311 of the Massachusetts Gaming Commission (Commission). She noted that this meeting postponed due to technical difficulties from its scheduled time of 10:00 a.m. to 10:35 a.m.

*The Chair confirmed a quorum for the meeting with a Roll-Call Vote.*

*Commissioner Cameron: Aye.*

*Commissioner O'Brien: Aye.*

*Commissioner Zuniga: Aye.*

*Commissioner Stebbins: Aye.*

*Chair Judd-Stein: Aye.*

### Approval of Meeting Minutes

10:40 a.m. *Commissioner Stebbins moved to approve the minutes from the Commission meeting of June 11, 2020, subject to correction for typographical errors and other nonmaterial matters. Commissioner O'Brien requested an edit to the*

*documentation of the Commission's consensus regarding a casino occupancy requirement. Commissioner Zuniga requested a typographical edit.*

*Commissioner Cameron 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, pending the edits.*

## **Administrative Update**

[10:46 a.m.](#) Interim Executive Director Karen Wells stated that Monday, July 6, 2020, is the tentative date set by Governor Baker to reopen casinos. The final determination of this opening date will be data-driven, based on health metrics. The Chair noted the importance of cross-training employees and expressed her concern regarding staff preparedness for a reopening. Ms. Wells confirmed that the gaming agents and racing employees and the Gaming Enforcement Unit are all prepared for July 6, 2020.

[10:53 a.m.](#) **State of Simulcasting/ADW – Account Wagering Discussion**  
Director of Racing, Dr. Alex Lightbown, reviewed the current status of account wagering in Massachusetts for the Commission. She noted that [205 CMR 6.00: Pari-Mutuel Rules for Thoroughbred Racing, Harness Racing, and Greyhound Racing](#) specifies the Commission's regulation on account wagering. She stated that Massachusetts has been able to collect some revenue from online wagering during the shutdown of simulcasting and live racing.

[10:56 a.m.](#) Financial Analyst Chad Bourque reported that he is working with licensees and internal colleagues to provide reconciliation and billing. He stated that the first quarter was "flat" until there was a \$10M increase in May's handle compared to May of 2019. Advance-Deposit Wagering (ADW) increased by over 50% since the business closures in March. The handle is at \$91M, compared to last year's handle of around \$90M.

[11:01 a.m.](#) Commissioner Zuniga asked if there is any way to identify any newcomers to ADW connected with the racetrack closure. Mr. Bourque stated that he is confident that there is an identification method. Commissioner Zuniga then commented that it is important for the public to know mobile online betting for horse racing has been available since 2001. He opined that this could be a model to be replicated in other gaming forms, as it is safer during the pandemic.

[11:05 a.m.](#) **Update on Internal Control Variances**  
Interim Executive Director Karen Wells updated the Commission on regulatory action concerning the casinos. The Commission has delegated special authority

for the executive director to grant variations of the internal controls at the licensees' request, per [205 CMR 138.00](#). She stated that she did receive some requests where determinations were made by the team and approved by her. Ms. Wells described the requests to the Commission and noted that should there be a denial of a licensee's request, they will have the ability to appeal it to the Commissioners.

[11:07 a.m.](#) There was a request that there be a maximum load of 30 tables by the pit boss, which is an increase from 24. This request was deemed appropriate, as there will now be fewer people at the tables, and there is also a dealer and a supervisor on the gaming floor. Assistant Director/Gaming Agents Divisions Chief Bruce Band explained the role of the pit boss.

[11:08 a.m.](#) Next, Ms. Wells stated that there was a variance requested by Plainridge Park Casino (P.P.C.) regarding minimum staffing numbers. This request was approved in part and denied in part. Ms. Wells noted that the team can only approve a change if it doesn't lessen the property's applicable administrative or physical control.

[11:09 a.m.](#) Lastly, Ms. Wells described that there were some variances requested concerning progressive jackpots. Mr. Band explained progressive jackpots and the specific variances that were requested by two casinos. There was a discussion around the required notice regarding the transfer of jackpots from one machine to another.

## Racing Division

[11:16 a.m.](#) **Approval of Licensees' (Plainridge Park, Suffolk Downs, Raynham Park) Pandemic Related Minimum Standards for Reopening of Horse Racing and Simulcasting Operations**

Dr. Lightbown thanked everyone involved in working on the plans for a safe and sustainable reopening of the facilities. She reviewed the plan, entitled, "Protocols for Conduct of Live Racing Under COVID-19" with the Commission.

Dr. Lightbown stated that Plainridge Park Racecourse recently requested that a photographer take a "win" picture without the driver getting off the sulkie, as there will be no winner's circle ceremony. She stated that this would comply with the COVID-19 protocols.

[11:21 a.m.](#) Plainridge Park Racecourse General Manager Steve O'Toole commented on this, stating that it would be helpful if the driver could get off at different times. Commissioner Zuniga noted that the only issue is to avoid the congregation of people. It was determined that the protocol for the "win" picture will now be that the photographer will attempt to take a win picture with the driver only.

[11:23 a.m.](#) The Chair stated that this document has been revised to reflect input received from the licensees, and she clarified that this request is an additional change. Ms.

Wells led the Commission through each item up for discussion and asked the Commissioners for any questions or comments for discussion before voting.

11:25 a.m. With regard to the “Ship-Ins/Barn Area” section of the document, there was discussion around other jurisdictions’ recommendations on receiving horses and people from across state lines during the pandemic, and Dr. Lightbown described the different controls concerning this. She stated that this year, due to COVID-19 that Plainridge Park Racecourse will be a completely ship-in facility.

11:28 a.m. Mr. O’Toole stated that he has observed that other states have reopened, and there is a disadvantage to the horses that have been sitting here in Massachusetts. He noted that the purses are not the same as they were before the pandemic across the country. There was discussion around the likely status of purses across the state upon reopening.

Mr. O’Toole also stated there is an overabundance of space inside the barns, as they are using every other stall to achieve social distancing. The Chair noted that this item should be taken out to ensure consistency with the additional edits throughout the document.

11:41 a.m. Dr. Lightbown noted that she just received a request to clarify the horsemen about thoroughly cleaning their stalls before they leave. Dr. Lightbown stated that she would add in the details needed in that “Barn Area” section of the document.

11:49 a.m. There was a discussion around Plainridge Park Racecourse’s guideline for the outdoor occupancy level not to exceed 200 people. Commissioner O’Brien stated that there needs to be a discussion about how the flow-through is handled from outside to inside the facility. The Chair clarified that the outdoor space does not have any bleachers or seating, so it is all in a large area designated for spectating. The Chair suggested that this discussion be tabled while someone calculates the square footage of the space and considers a reasonable number of spectators before deciding.

11:58 a.m. Ms. Wells stated that an edit could be made to state that the occupancy level in the outdoor apron area adjacent to the main building shall ensure that proper social distancing practices can be achieved.

Ms. Wells will also provide the Commission with pandemic safety officers' designations for gaming establishments and the Racing Division.

12:00 p.m. *Commissioner Stebbins moved that the Commission approve the plan submitted by Plainridge Park Racecourse, as amended, for use in the reopening of their simulcasting operations when allowed, subject to any applicable orders issued by the Governor as part of Commonwealth's phased reopening plan, including any applicable sector-specific workplace safety standards, and subject to any*

*necessary adjustments based on a change in circumstances. Commissioner Cameron 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.*

12:02 p.m.

Dr. Lightbown reviewed the changes that were made to the document concerning Suffolk Downs with the Commission.

C.O.O. of Suffolk Downs, Chip Tuttle, reported that they are using the terrace for outdoor dining. They use markers on the floors inside and outside of the clubhouse to maintain six-foot distancing, and there will be no inside food and beverage service.

12:10 p.m.

*Commissioner Cameron moved that the Commission approve the plan submitted by Suffolk Downs for use in reopening their simulcasting operations when allowed, subject to any applicable orders issued by the Governor as part of Commonwealth's phased reopening plan, including any applicable sector-specific workplace safety standards, and subject to any necessary adjustments based on a change in circumstances. 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.*

12:12 p.m.

Next. Dr. Lightbown reviewed edits made to specific sections in the guidelines for Raynham Park Simulcast Center.

12:14 p.m.

*Commissioner Stebbins moved that the Commission approve the plan submitted by Raynham Park Simulcast Center for use in the reopening of their simulcasting operations when allowed, subject to any applicable orders issued by the Governor as part of Commonwealth's phased reopening plan including any applicable sector-specific workplace safety standards, and subject to any necessary adjustments based on a change in circumstances. Commissioner Cameron 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.

The Commission took a 10-minute recess.

[12:25 a.m.](#) The Chair announced that Governor Baker determined that “Phase 3” of the Massachusetts Reopening Plan will begin on Monday, July 13th.

[12:26 p.m.](#) **Massachusetts Thoroughbred Breeders Association (MTBA) Request to Race outside of MA**

Fort Erie Live Racing Consortium submitted a memo to the Commission requesting that the Fort Erie Race Track in Ontario, Canada, be allowed to host races on behalf of the MTBA.

Mr. Grossman explained the Commission’s role as it relates to Thoroughbred horse racing outside the Commonwealth, specifically to the use of breeders’ funds for those purposes. He noted that Attorney Kathleen Reagan, Dr. Anthony Zizza of the MTBA, and Dr. Lightbown are present should the Commission have any questions.

The Commission needs to determine whether it should approve the Thoroughbred breeders’ funds in advance of use in out-of-state races. Mr. Grossman explained and cited [G.L. c. 128, § 2\(g\), \(j\)](#) that pertain to Thoroughbred and Standardbred breeders. One change was inserted in the statute in 2015 when it became clear that Thoroughbred racing in the Commonwealth would become sparse with the closure of Suffolk Downs. Mr. Grossman stated that this will be the first time the Commission has analyzed this statute at such a detailed level. He then outlined the ways the Commission could interpret the law.

[12:42 p.m.](#) Commissioner Cameron asked for clarification between Mr. Grossman's verbal description of this request and the memo submitted by Fort Erie. Dr. Zizza clarified to the Commission that this request is not only for hosting races at Fort Erie but also for Belterra Park Gaming in Cincinnati, Ohio, and potential additional locations. He stated that situations on the ground are changing and that they are happy to work with the Commission as often as needed to keep them informed.

[12:49 p.m.](#) Commissioner Zuniga asked Mr. Grossman to review the legal aspect of the trustees’ fiduciary responsibility to ensure that payments were distributed from the Race Horse Development Fund (RHDF) meet the intent of the statute. Mr. Grossman suggests that the Commission abide by [M.G.L. c. 23K, § 60](#) in the statute that prescribed how funds shall be distributed. There was further discussion around the Commission’s fiduciary duty.

[1:10 p.m.](#) Commissioner Zuniga voiced his concern over taking races outside of the country, as it does not seem like this was the program's intent. Commissioner Cameron also expressed her concern regarding the Commission's role, if any, in these expenditures.

[1:13 p.m.](#) Commissioner O'Brien raised a concern about Attorney Kevin Considine's analysis in his letter in the Commissioners' Packet. She disagrees with the implication that the Commission is excluded from auditing the books of the MTBA, as the letter refers only to the MTBA and the State Auditor being under statutory obligation to do so. The commissioner also asked for clarification on the history of the MTBA's position on seeking the Commission's approval on this matter. Mr. Grossman noted that a letter from Mr. Considine in 2015 requests the Commission's approval.

[1:23 p.m.](#) The Chair summarized for the Commission that the MTBA acknowledges the Commission's consultation requirement and that perhaps there was a courtesy to request approval [as referenced in a 2015 letter from Mr. Considine]. Upon further reflection of their review of the applicable statutory provisions, the MTBA does not see an affirmative requirement due from the Commission today.

[1:30 p.m.](#) After substantial discussion and analysis, the Chair stated the Commission will not reach a consensus at this time. She suggested that Mr. Grossman investigate history further. Mr. Zizza noted that they have postponed plans to race, to include dates in July that they have not been able to publicize until this matter is settled.

[1:36 p.m.](#) This discussion will be paused to allow additional time for the Commission to regroup and discuss this matter.

On another matter, the Chair then announced that she just received word that the Governor has delegated the responsibility for setting standards on managing COVID-19 for casinos, racing, and simulcasting to the Commission. This will confirm the standards adopted by the Commission over the past several weeks will be the standard for casinos, racing, and simulcasting. There will be no further industry-related standards issued by the Baker-Polito administration.

The Commission took a 20-minute recess.

[2:00 p.m.](#) The Commission reconvened, and the Chair confirmed a quorum. Ms. Wells advised that she has been on a call with Mr. Grossman and others and suggested moving forward with the agenda while she continues to work with them for a resolution on the MTBA matter.

## Legal Division

[2:04 p.m.](#)     **Review of Draft of 205 CMR 134.03: Gaming Service Employees, Amendments to Allow Employees of Gaming Licensees' Sister Properties to Work On-Site During Reopening Phase Without Licensure or Registration Under Certain Conditions; and Small Business Impact Statement**

Associate General Counsel Carrie Torrisi and Licensing Manager Bill Curtis presented an amendment to the regulation. The proposed amendment enables a gaming licensee to temporarily allow individuals from a sister property to help reopen a gaming establishment following a suspension of operations without becoming licensed or registered. The amendment is being proposed for emergency adoption to remedy an issue that emerged due to the unanticipated closures of the gaming establishments.

[2:08 p.m.](#)     Mr. Curtis explained that the licensee is seeking employees with prior experience in opening casinos. He also clarified that these are only temporary positions, and they will not be displacing any Massachusetts employees. He added that this will not apply to Encore Boston Harbor.

[2:12 a.m.](#)     *Commissioner O'Brien moved that the Commission approve the Small Business Impact Statement for 205 CMR 134.03: Gaming Service Employees, as included in the Commissioners' Packet. 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.*

*Commissioner O'Brien further moved that the Commission adopts the version of 205 CMR 134.03: Gaming Service Employees as included in the Commissioners' Packet by emergency and authorizing the staff to take all necessary steps begin the regulation promulgation process. 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.*

## Finance and Accounting Division

### 2:13 a.m. **Budget Year 2021**

Commissioner Zuniga reviewed the Commission's FY2021 budget and assessment projections with the Commission. He noted that the total budget presented today, excluding racing capital and promotional trust funds (benefiting licensees and Community Mitigation Fund [C.M.F.] grants), is \$39.73M, which funds 93 full-time employees and six contract employees.

The commissioner stated that this proposal had been posted for public comment. He noted that the C.M.F. staff will take six to nine months to work with the Commission to adopt the C.M.F. fund's regulations. This will involve more robust input and having a transparency of processes.

There was no vote regarding COVID-19 considerations, so there may be adjustments needed in gaming positions. The staff has asked for the best estimates of gaming positions with the information they have available as the gaming facilities reopen, and staff will update those numbers.

2:19 p.m. Commissioner Zuniga then directed the Commission to review a table that illustrating the annual assessment for all gaming positions in the casinos and reviewed each category with the Commission. He then asked the Commissioners if they had any questions or comments.

2:23 p.m. Commissioner Stebbins made remarks, stating that the recommendations for a (C.M.F.) regulatory process will be beneficial. He noted that a conversation about staffing to monitor the program adequately is needed. He also suggested setting guidelines in the regulations for clawback proceedings on previously approved grants.

2:26 p.m. The Chair stated that she is pleased with the resolution on the C.M.F. She then asked how the issue of salary needs that are arising are being managed. Specifically, she asked if the staff has reserved some flexibility to address some of those needs. Commissioner Zuniga stated that the budget assumes it will take time to backfill some of those positions in the aggregate. He then noted that the Commission might want to consider the proration of the licensees' cost and the best estimate of gaming positions. There may be a very different dynamic this year, and will likely return to adjust those numbers if necessary.

2:33 p.m. Finance and Budget Office Manager Agnes Beaulieu stated that the team estimates that there would not be any backfilling of positions for six months from July 1, 2020, and this is where the savings will occur. Ms. Beaulieu stated that the licensees have requested that the Commission return to them later if an increase of the assessment to the licensees is necessary.

[2:39 p.m.](#) The Chair asked if there is any room in the budget for hiring new employees to accommodate certain departments' needs. Ms. Wells stated that there might be some flexibility, depending on what happens over the next six months.

[2:49 p.m.](#) *Commissioner Stebbins moved that the Commission approve the Finance and Accounting Division's proposed budget for F.Y. 2021, and related recommendations included in the Commissioners' Packet and as discussed here today. Commissioner Cameron 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.*

## **Racing Division**

### **[2:51 p.m.](#) Approval of Licensees' (Plainridge Park, Suffolk Downs, Raynham Park) Pandemic Related Minimum Standards for Reopening of Horse Racing and Simulcasting Operations (con't.)**

Mr. Grossman recommended that the Commission review the breeders' proposal to fund racing outside of Massachusetts, but do so in a consultative capacity, as the statute prescribes. The Commission, via the Chair, can consult on this matter. This enables the Commission to make its position to the breeders very clear about its views on this proposal. Any directive would not be binding.

[2:53 p.m.](#) Commissioner Cameron stated that there is not enough information to consider. Commissioner Zuniga stated that when payments are made from funds that the Commission is a trustee of those accounts, the Finance Division always considers who authorized it.

[2:58 p.m.](#) Dr. Lightbown stated to the Chair that she has just received information regarding Ohio races during the break and would share those documents with her.

[3:02 p.m.](#) There was further discussion about the Commission's authority.

[3:07 p.m.](#) Dr. Zizza clarified that the MTBA is transparent. They have a proposed agenda that he will provide the Commission to review and discuss. He further stated that he is trying to avoid the pre-approval process that delays racing significantly. Lastly, he noted that he has a system in place to deliver the funds to Massachusetts.

[3:16 p.m.](#) Ms. Reagan described that this issue has come up now because the pre-approval process is defeating the program's goals. Fulfilling it, as Mr. Grossman suggested, fulfills the statutory and fiduciary obligations.

- [3: 22 p.m.](#) Commissioner Zuniga stated the reasons why he is in favor of this being on a pre-approval basis. Commissioner O'Brien asked if the question should be phrased differently. Instead of asking if the Commission has authority, instead, ask if the organization is statutorily obligated to obtain pre-approval from the Commission.
- [3:28 p.m.](#) Dr. Lightbown made remarks on the proposal and the process of helping the program.
- [3:34 p.m.](#) There was a lengthy discussion regarding the pre-approval process as it pertains to finance, and the legal ability for the Commission to require authorization.
- [3:46 p.m.](#) Commissioner Cameron stated that she and Dr. Lightbown need Dr. Zizza to provide information on Ohio to reach a consensus if appropriate. Dr. Zizza agreed and stated that he has been coordinating with Dr. Lightbown on this. Commissioner Zuniga suggests Dr. Lightbown or C.F.O. Derek Lennon return to the Commission seeking authorization, as the Commission is the trustee.
- [4:00 p.m.](#) Thoroughbred Owner Paddy Reardon expressed her concern with the conversation today. She does not want the Commission to relinquish responsibility. She stated that she feels that the vote today needs to be just what is on the agenda. There are many unanswered questions regarding where the races will occur, but not regarding who handles the purses.
- [4:10 p.m.](#) *Commissioner O'Brien moved that the Commission find under M.G.L. c. 128 § 2(g), the Massachusetts Thoroughbred Breeders' Association is not statutorily obligated to seek pre-approval from the Commission subject to compliance with other statutory obligations, and the Commission encourages further consultation with the director of racing for the Commission related to scheduling racing outside the Commonwealth of Massachusetts. Commissioner Zuniga seconded the motion.*
- Roll Call Vote:*
- |                               |             |
|-------------------------------|-------------|
| <i>Commissioner Cameron:</i>  | <i>No.</i>  |
| <i>Commissioner O'Brien:</i>  | <i>Aye.</i> |
| <i>Commissioner Zuniga:</i>   | <i>Aye.</i> |
| <i>Commissioner Stebbins:</i> | <i>Aye.</i> |
| <i>Chair Judd-Stein:</i>      | <i>Aye.</i> |
- The motion passed 4-1.*

#### **Other business**

- [4:16 p.m.](#) Commissioner O'Brien brought to the Commission's attention that given the Governor's ruling on "Phase 3", the Commission will need to formally amend the order from the end of May that states that the suspension will continue to June 1, subject to any further discussion. Commissioner O'Brien stated that the Governor has announced the July 6 start date for "Phase 3". Ms. Wells stated that Encore

and M.G.M. are both scheduled to open on July 12<sup>th</sup>, and P.P.C. is scheduled to open on July 10<sup>th</sup>. Dr. Lightbown confirmed that there will be a qualifying race on Monday.

Specifically, on May 14, the Commission voted unanimously to extend the temporary closure of the state's three casino properties until at least June 1, given the current circumstances and pending forthcoming guidance from Governor Baker and the state's Restart Advisory Board. The Commission would need to move to vacate the order or amend it.

The Commission voted unanimously 5-0 via roll call to postpone the June 1, 2020 opening of Plainridge Racecourse until further notice. The Division of Racing noted a very fluid and rapidly changing situation and re-evaluated as needed. Also, a process is underway among stakeholders to research best practices and prepare for safe opening procedures. [To review the related memo, see page 82 of the Commissioners' Packet.] The Commission would need to move to vacate the order or amend that as well. Commissioner O'Brien recommends vacating the order suspending the activities.

[4:29 p.m.](#)

*Commissioner O'Brien moved that the Commission vacate the order of May 7, 2020, postponing horse racing at Plainridge from June 1, 2020, until further notice, subject to the COVID-19 protocols that were passed this date by the Gaming Commission, effective July 6, 2020. 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.*

*Commissioner O'Brien moved to vacate the order of May 14, 2020, in which the Commission unanimously voted to temporarily suspend the operations of the state's three gaming facilities, subject to the protocols enacted not previously by this Commission for the COVID-19 protocols, and effective July 6, 2020.*

*Commissioner Cameron 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.*

## Commissioners' Updates

[4:31 p.m.](#) The Chair reiterated that the Governor has delegated responsibility for setting COVID-19 standards for casinos, racing, and simulcasting to the Commission, and they only need to comply with the Commission's standards.

Next, the Chair formally welcomed Sarah Magazine, standing in for Elaine Driscoll while she is in the Harvard Fellowship Program. The Chair noted that Ms. Magazine was with Mentor Network and her most recent title was Vice President of External Affairs and Director of Communication for Barbara Lee's Foundation. The Chair also worked with her when she was the Deputy Press Secretary for Governor Swift.

[4:36 p.m.](#) The Chair made heartfelt remarks as she wished the licensees well with the reopening of their casinos. She asked them to take full responsibility, wear masks and exercise empathy to ensure the program's success and safety.

The Commissioners all made remarks and shared the Chair's sentiment and welcomed Mrs. Magazine to the Commission.

[4:43 p.m.](#) *With no further business, Commissioner Zuniga 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 July 2, 2020
2. Commission Meeting Minutes dated June 11, 2020
3. Memorandum re: Variance Requests Related to the Reopening of Gaming Establishments dated July 2, 2020
4. Plainridge Racing COVID-19 Protocols, dated July 1, 2020
5. Suffolk Downs' Reopening Plan, dated July 1, 2020
6. Raynham Park Reopening Plan, dated July 1, 2020
7. MTBA Plan for Racing
8. MTBA Considine Letter dated June 24, 2020
9. MTBA Fort Erie Letter dated March 5, 2020
10. Public Comment dated July 1, 2020
11. 205 CMR 134.03 Cover Sheet
12. 205 CMR 134.03 Small Business Impact Statement



- 13. 205 CMR 134.03 Draft Regulation
- 14. FY21 Budget Memo dated July 2, 2020
- 15. Attachment A
- 16. Attachment B
- 17. Attachment C

/s/ Bruce Stebbins  
Secretary

DRAFT



Massachusetts Gaming Commission  
FINAL UPDATE  
*MAY 2, 2020*

*Encore*<sup>®</sup>  
BOSTON HARBOR

September 10, 2020

# Participation Goals Review

## Consultant / Contractor Participation - Design Contracts:

Minority Business Enterprise (MBE): 7.9%

Women Business Enterprise (WBE): 10%

Veteran Business Enterprise (VBE): 1%

## Contractor Participation - Construction Contracts:

Minority Business Enterprise (MBE): 5%

Women Business Enterprise (WBE): 5.4%

Veteran Business Enterprise (VBE): 1%

## Workforce Participation - Construction (% of workforce hours):

Minorities: 15.3%

Women: 6.9%

Veterans: 3%

# Design: M/W/VBE Participation

As of May 02, 2020  
23.4%, \$14.6 million  
of project design  
contracts have been  
awarded to  
M/W/VBEs.

	<b># Contract Awards</b>	<b>Goal</b>	<b>Awarded to Date</b>	<b>\$ Awarded &amp; Paid to Date</b>
<b>MBE</b>	13	7.9%	9.0%	\$5.6 M
<b>WBE</b>	14	10.0%	8.6%	\$5.3 M
<b>VBE</b>	4	1.0%	5.9%	\$3.7 M
<b>TOTAL</b>	<b>30</b>	<b>18.9%</b>	<b>23.4%</b>	<b>\$14.6 M</b>

# Design: M/W/VBE Participation

## M/W/VBE CONTRACTS AWARDED

As of May 2, 2020

MBE (13)	Consultant / Contractor	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	Bryant Associates (Sub to AECOM)	Boston, MA	Surveying			
	Bukhari Design Studio	Las Vegas, NV	Interior Design			
	Crabtree McGrath (Sub to Jacobs)	Georgetown, MA	Food Service			
	C&C Consulting Engineers (Sub to AECOM)	Boston, MA	Surveying			
	DREAM Collaborative (Sub to Jacobs)	Boston, MA	Architecture			
	Eric Montelongo Irrigation Design	Orange, CA	Irrigation Design			
	Fernandez & Associates (Sub to Jacobs)	Byfield, MA	Fire Protection			
	Michael Hong Architects Inc.	Culver City, CA	Themed Architecture			
	Nobis Engineering (Sub to Bohler)	Concord, NH	Service Road Design			
	PEER Consultants(M/WBE) (Sub to Bohler)	Burlington, MA	Construction Administration			
	The Radio Frequency Network Company	Burbank, CA	Network Design			
	SAR Engineering (Sub to Jacobs)	Quincy, MA	MEP			
	Shen Milsom & Wilke (Sub to Jacobs)	New York, NY	Acoustics			
	<b>TOTAL</b>			<b>\$5,588,666</b>	<b>7.9%</b>	<b>9.0%</b>
<b>WBE (14)</b>						
	City Point Partners (Sub to AECOM)	Boston, MA	Roadway Inspection Services			
	Cleo Design	Las Vegas, NV	Interior Design			
	Comprehensive Environmental (Sub to AECOM)	Marlborough, MA	Permitting, Environmental			
	Design Enterprise	Las Vegas, NV	Interior Design			
	Keville Enterprises (Sub to AECOM)	Boston, MA	Scheduling, Cost Estimating			
	Lumen Studio (Sub to AECOM)	Lowell, MA	Lighting Design			
	Pam Shadley Associates (Sub to Lifescapes)	Lexington, MA	Landscape Architecture			
	Pam Shadley Associates (Sub to AECOM)	Lexington, MA	Landscape Architecture			
	PEER Consultants (M/WBE)(Sub to Bohler)	Burlington, MA	Construction Administration			
	Regina Villa Associates (Sub to AECOM)	Boston, MA	Public Relations / Outreach			
	Ryan Biggs Clark Davis	Clifton Park, NY	Independent Structural Review			
	Saam Architecture (Sub to Jacobs)	Boston, MA	Architecture			
	Saam Architecture	Boston, MA	Interior Architecture			
	Slover & Company	New York, NY	Signage Design			
	<b>TOTAL</b>			<b>\$5,326,183</b>	<b>10.0%</b>	<b>8.6%</b>
<b>VBE (4)</b>						
	JBA Consulting Engineers (Sub to Jacobs)	Las Vegas, NV	MEP, FP, Telecomm			
	JBA Consulting Engineers	Las Vegas, NV	Audio Visual			
	Eslick Design Associates	Tulsa, OK	Signage			
	Fort Hill Infrastructure (Sub to AECOM)	Boston, MA	Traffic Engineering			
	<b>TOTAL</b>			<b>\$3,670,909</b>	<b>1.0%</b>	<b>5.9%</b>
	<b>TOTAL DIVERSE CONTRACTS</b>			<b>\$14,585,758</b>	<b>18.9%</b>	<b>23.42%</b>
	<b>TOTAL QUALIFIED DESIGN AWARDS</b>			<b>\$62,273,831</b>		

# Construction: M/W/VBE Participation

- As of May 2, 18.2%, \$257.2 million of construction contracts & purchase orders have been awarded to M/W/VBEs.

	<b># Contract Awards</b>	<b>Goal</b>	<b>Awarded to Date</b>	<b>\$ Awarded to Date</b>
<b>MBE</b>	81	5.0%	5.9%	\$83.0 M
<b>WBE</b>	152	5.4%	12.8%	\$180.7 M
<b>VBE</b>	49	1.0%	2.8%	\$39.4 M
<b>TOTAL</b>	<b>252</b>	<b>11.4%</b>	<b>18.2%</b>	<b>\$257.2 M</b>

# Construction: MBE Participation, 81 Contracts Awarded

MBE (81)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	All Time Service, Inc. (M/WBE)	Jamaica Plain, MA	Cleaning			
	Adonai Water (M/WBE)	Randolph, MA	Water Supply			
	Adonai Water (M/WBE)	Randolph, MA	Water Supply			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Shear Stud Installation			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Rebar at main level			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Misc. Metals & Glass			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Labor - Ironworkers			
	Ariston	Alhambra, CA	Furniture			
	ASA Environmental Products (M/WBE)	Stonington, CT	Drywall Materials Supply			
	ASA Environmental Products (M/WBE)	Stonington, CT	Construction Materials (K&M Fire)			
	Atlantic Bay Contracting	Allston, MA	Paint Materials			
	Bluebird Graphic Solutions	Woburn, MA	Fabrication			
	BRAVA Electric & Telecom	Brockton, MA	Labor for PV Installation			
	Building Enclosure Associates	Charlestown, MA	Commissioning			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	Carl-Louis & Co. Inc.	Dorchester, MA	Pipes, Valves, Fittings, Drainage			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	CDP Fastener Group	Brockton, MA	Ejector Pump Control Panel Supply			
	Charter Contracting Company	Boston, MA	Remediation			
	Charter Contracting Company	Boston, MA	Trucking			
	Charter Contracting Company	Boston, MA	Dredging			
	Don Martin	Marshfield, MA	Paving			
	Don Martin	Marshfield, MA	Paving			
	Don Martin	Marshfield, MA	Paving			
	Don Martin	Marshfield, MA	Paving			
	D. Silva Trucking	Carver, MA	Trucking			
	Duray J.F. Duncan Industries	Downey, CA	Food Service Equipment			
	Edwards Group (M/WBE)	Mattapan, MA	Onsite Trucking/Soils Hauling			
	Erik Rueda Design Lab (M/VBE)	Chelsea, MA	Conference Tables			
	Edwards Group (M/WBE)	Mattapan, MA	Onsite Trucking/Soils Hauling			
	Edwards Group (M/WBE)	Mattapan, MA	Trucking			
	Evermore Light & Power (M/WBE)	Tewksbury, MA	ALC Install			



# Construction: MBE Participation, 81 Contracts Awarded

MBE (81)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	Fisher Contracting Corporation (M/WBE)	Worcester, MA	Living Shore Line Earthwork			
	FL&A Trucking	Dorchester, MA	Trucking			
	Gira Steel (M/WBE)	West Columbia, SC	Steel Fabrication			
	Global Supply Management (M/W/VBE)	Henderson, NV	Seating			
	Hope Trucking	Lynn, MA	Trucking			
	Henry Owens Movers	Everett, MA	Logistical Services and Warehousing			
	Henry Owens Movers	Everett, MA	Logistical Services and Warehousing			
	Henry Owens Movers	Everett, MA	Logistical Services and Warehousing			
	Independent Pipe Service	Houston, TX	Drill Casing Supply			
	Independent Pipe Service	Houston, TX	Pipe Supplies			
	In Order Business Solutions (M/WBE)	Roxbury, MA	Construction Compliance			
	Jerez LLC (M/WBE)	Saugus, MA	Sealer at VCT			
	Jerez LLC (M/WBE)	Saugus, MA	Construction Cleanup Services			
	Jerez LLC (M/WBE)	Saugus, MA	Final Cleaning			
	JHP Industrial Supply Co. Inc.	Syracuse, NY	Pipe, Valves, Fittings			
	KO Stone, Inc	Woburn, MA	Final Cleaning			
	Lancaster Packaging (M/WBE)	Hudson, MA	Special Equipment, Appliances			
	M-O-N Landscaping	North Dartmouth, MA	Erosion Control			
	Mack Desginer Hardware	Burlington, MA	Hardware			
	Moor Metals Inc	Holliston, MA	Pipe, Piles, Tile & Rod			
	Moor Metals Inc	Holliston, MA	Metal Materials			
	Moor Metals Inc	Holliston, MA	Metal Materials			
	Native Gaming Services	Atmore, AL	Gaming Furniture			
	PMA Consultants	Ann Arbor, MI	Change Order Review			
	PSN Construction	Leominster, MA	Labor			
	Radiant Logistics Partners LLC	Bellevue, WA	Logistical Services and Warehousing			
	Regis Steel	Fall River, MA	Rebar Cages			
	Regis Steel	Fall River, MA	Rebar Cages			
	Regis Steel	Fall River, MA	Install Rebar & Mesh			
	SK Fabrics	Beaverton, OR	Fabrics			
	Sunbay Supplies	Las Vegas, NV	Amenities			
	S-Celo LLC (M/WBE)	Springfield, MA	Painting & Wallcovering			
	T&T Steel Erectors	Hyde Park, MA	Steel Erection			
	Tango Construction	Fitchburg, MA	Castings Install			
	Tavares, LLC	Providence, RI	Millwork Materials & Install Services			
	Tavares, LLC	Providence, RI	Construction Labor			
	Titan Roofing (M/VBE)	Quincy, MA	Roofing			
	Total Mechanical Service Corp	Plymouth, MA	F&I Air Handlers, Heat Exchangers			
	US Inspection & Consulting	Phoenix, AZ	Materials Testing			
	Wang Commissioning (M/WBE)	West Roxbury, MA	Building Commissioning			
	West Hartford Lock (M/WBE)	Hartford, CT	Doors			
	West Hartford Lock (M/WBE)	Hartford, CT	Doors			
	Wood & Wire Fence	Lincoln, RI	Temporary Fence			
<b>TOTAL</b>				<b>\$82,964,768</b>	<b>5.0%</b>	<b>5.9%</b>



# Construction: WBE Participation, 152 Contracts Awarded

WBE (152)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	ACK Marine	Quincy, MA	Hopper Barge Rental			
	Adonai Water (M/WBE)	Randolph, MA	Water Supply			
	Adonai Water (M/WBE)	Randolph, MA	Water Supply			
	Angelini Plastering, Inc	North Reading, MA	Synthetic Stucco			
	Albanese Brothers, Inc	Dracut, MA	Stone			
	Albanese Brothers, Inc	Dracut, MA	Materials			
	Albanese Brothers, Inc	Dracut, MA	Furnish stone & gravel			
	Alliance Detective & Security	Everett, MA	Site Security			
	Alliance Detective & Security	Everett, MA	Site Security			
	All Time Service, Inc. (M/WBE)	Jamaica Plain, MA	Cleaning			
	Architectural Products	Burlington, CT	Glass & Glazing Materials			
	ASA Environmental Products (M/WBE)	Stonington, CT	Drywall Materials Supply			
	ASA Environmental Products (M/WBE)	Stonington, CT	Construction Materials (K&M Fire)			
	Back Bay Concrete	Wakefield, MA	Place and Finish Concrete Slab			
	Baker Sign Works	Fall River, MA	Signage			
	Baker Steel	Fall River, MA	Steel Estimating & Procurement			
	Brennan Consulting	Burlington, MA	Surveying			
	Brennan Consulting	Burlington, MA	As-Built Survey			
	BOSS Steel	Everett, MA	Steel Erection			
	Boston Bridge & Steel	Methuen, MA	Catwalk Railing Fabrication			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	C&D Electronics (M/WBE)	Holyoke, MA	Specialty Equipment, Appliances			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Chapman Electric (W/VBE)	Sandwich, MA	ALC Installation			
	Coastal Marine	Canton, MA	Remediation			
	Coghlin Electrical	Worcester, MA	Medium Voltage Electrical			
	Coghlin Electrical	Worcester, MA	Podium North Electrical			
	Comtronics	Quincy, MA	Communications			
	Comtronics	Quincy, MA	Radios			
	Comus Design and Construction, Inc.	Clarksburg, MD	Diamond Plate Supplier			
	Consolidated Brick Supplies	Avon, MA	Masonry Accessories			
	County Draperies	Middleton, New York	Draperies			
	Dagle Electrical Construction	Woburn, MA	Electrical			
	Dagle Electrical Construction	Woburn, MA	Roadwork Electrical, MBTA Security			
	Delucca Fence Company	Methuen, MA	Methuen Guardrail/Fence			
	Delucca Fence Company	Methuen, MA	Fencing			
	Duende Glass	New Bedford, MA	Glass Balustrades			
	Edwards Group (M/WBE)	Mattapan, MA	Onsite Trucking/Soils Hauling			
	Edwards Group (M/WBE)	Mattapan, MA	Trucking & Freight			
	Evermore Light & Power (M/WBE)	Tewksbury, MA	ALC Install			



# Construction: WBE Participation, 152 Contracts Awarded

WBE (152)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	Fabiano Oil Corp	Wrentham, MA	Fuel Supply			
	Fabric Innovations	Coral Gables, FL	Fabrics			
	Federal Concrete	Hopkinton, MA	Site Concrete			
	Fiber Optic Splicing & Testing	Wakefield, MA	Furnish Fire Cable			
	Fisher Contracting Corporation (M/WBE)	Worcester, MA	Living Shoreline Earthwork, Concrete			
	FOH dba Front of House	Miami, FL	FF&E			
	General Safety Services Corp.	Canton, MA	Safety Equipment & Material			
	General Safety Services Corp.	Canton, MA	Furnish Hangers & Attachments			
	Gira Steel (M/WBE)	West Columbia, SC	Steel Fabrication			
	Gladstone	Las Vegas, NV	Lighting & Hardware			
	Gladstone	Las Vegas, NV	Lighting & Hardware			
	Gladstone	Las Vegas, NV	Lighting & Hardware			
	Global Supply Management (M/W/VBE)	Henderson, NV	Seating			
	Granite City Electrical	Quincy, MA	Electrical Supplies			
	Granite City Electrical	Quincy, MA	Electrical Supplies			
	Granite City Electrical	Quincy, MA	Electrical Supplies			
	Hat Creek Outfit	Rockland, MA	HVAC Supplies			
	Hat Creek Outfit	Rockland, MA	Pipe, Fitting Valves Supplier			
	Hat Creek Outfit	Rockland, MA	Pipe, Fitting Valves Supplier			
	Hat Creek Outfit	Rockland, MA	Pipe, Fitting Valves Supplier			
	HiWay Safety Systems Inc	Rockland, MA	Pavement Markings			
	Imex Cargo	East Boston, MA	Trucking & Freight			
	Inlight International	Gardena, CA	Portable and Hardwire Lighting			
	Interior Resources Group	Andover, MA	Office Furniture & Installation			
	Interstate Steel Sales, Inc.	Orchard Park, NY	Materials - Plates, Channels			
	In Order Business Solutions (M/WBE)	Dorchester, MA	Construction Compliance			
	J. Thibert Architectural Woodwork	Wilmington, MA	Millwork Installation			
	Jackson Glass	Roslindale, MA	`			
	Janet Yonaty	Hollywood,CA	Fabrics & Wallcover			
	Jerez LLC (M/WBE)	Saugus, MA	Construction Cleanup Services			
	Jerez LLC (M/WBE)	Saugus, MA	Final Cleaning			
	J F Shine Mechanical	West Roxbury, MA	Plumbing Insulation			
	JMD Building Products	New York, NY	Pipe supplies			
	Keiver Willard Lumber	Newburyport, MA	Lumber			
	Lancaster Packaging (M/WBE)	Hudson, MA	Special Equipment, Appliances			
	Lily Jack	Gardena, CA	Seating			
	L&L Contracting	Braintree, MA	Materials			
	Lub-O-Line Industrial Oil	Somerville, MA	Lube & Fuel Supplier			
	Lusive Décor	Los Angeles, CA	Hardwire and Portable Lighting			
	Lynn Ladder & Scaffolding	Lynn, MA	Scaffolding			
	Maya Romanoff Design	Skokie, IL	Wallcovering			
	MCQ Fine Art, LLC	Las Vegas, NV	Fine Art Sculptures			
	Michele Quinn Fine Art Advisory	Las Vegas, NV	Art and Antiques			
	Melo's Rodbusters	South Dartmouth, MA	Reinforcing Steel Supply			
	Metropolitan Interactive	Oxford, CT	Audio Visual Systems			
	Modulease Corporation	Plainville, MA	Storage Container			



# Construction: WBE Participation, 152 Contracts Awarded

WBE (152)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	Nobscot Supply Company	Framingham, MA	Supplies			
	Novel Iron Works	Amesbury, MA	Steel Fabrication			
	Off Shore Construction	Manchester, CT	Roofing Materials			
	Opuzen Design	Los Angeles, CA	Fabrics			
	Osprey Construction Supply	Sharon, MA	Pipe Hanger & Fastener Supply			
	Osprey Construction Supply	Sharon, MA	Pipe Hanger & Fastener Supply			
	Osprey Construction Supply	Sharon, MA	Materials, Supplies			
	Osprey Construction Supply	Sharon, MA	Pipe Markers			
	Osprey Construction Supply	Sharon, MA	Furnish pipe & valve tag ID			
	Osprey Construction Supply	Sharon, MA	Materials & Supplies			
	PC Trucking	Tewksbury, MA	Trucking			
	P J Spillane	Everett, MA	Waterproofing			
	P J Spillane	Everett, MA	Waterproofing			
	P J Spillane	Everett, MA	Waterproofing			
	P J Spillane	Everett, MA	Waterproofing			
	Quality Air	Holbrook, MA	Sheet Metal Fabrication			
	Ramco	West Bridgewater, MA	Stakes, Hay Bales, Fence			
	RAREculture	New York, NY	Artwork			
	Rebars & Mesh	Haverhill, MA	Rebar Supply			
	Rebars & Mesh	Haverhill, MA	Rebar Supply			
	Rebars & Mesh	Haverhill, MA	Rebar Supply			
	Rebars & Mesh	Haverhill, MA	Rebar at Lower Garage			
	Reid Witlin	Northridge, CA	Fabrics			
	S-Celo LLC (M/WBE)	Springfield, MA	Painting & Wallcovering			
	Shanahan Sound & Electronics	Lowell, MA	Audio/Video			
	SOS Corporation	Milford, MA	Labor - Pre-Cast Masonry			
	SOS Corporation	Milford, MA	Labor - Pre-Cast Masonry			
	SOS Corporation	Milford, MA	Materials			
	SOS Corporation	Milford, MA	Final Cleaning			
	Southcoast Supplies	Fairhaven, MA	CMU, Mortar, and Grout			
	Swan Contracting, LLC	Millis, MA	Labor for Installation			
	Taibi Equipment	Wakefield, MA	Equipment Rental			
	Taycam LLC	Plymouth, MA	Equipment Rental			
	Taycam LLC	Plymouth, MA	Tools / Fixtures			
	Thompson Company	E. Weymouth, MA	Doors, Frames, Hardware			
	Thompson Company	E. Weymouth, MA	Doors, Frames, Hardware			
	Tools Unlimited	Stoughton, MA	Small tools supply			
	Tools Unlimited	Stoughton, MA	Tools & Hanging Materials			
	Tools Unlimited	Stoughton, MA	Saw Blades, Small Tools, PPE			
	Turtle & Hughes	Linden, NJ	Commodities / Gear			
	Turtle & Hughes	Linden, NJ	Electrical Materials & Equipment			
	Turtle & Hughes	Linden, NJ	Electrical Materials & Equipment			
	Turtle & Hughes	Linden, NJ	Electrical Materials & Equipment			
	Turtle & Hughes	Linden, NJ	Electrical Materials & Equipment			
	Turtle & Hughes	Linden, NJ	Electrical Materials & Equipment			



# Construction: WBE Participation, 152 Contracts Awarded

WBE (152)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	United Elevators	Knoxville, TN	End Suite Elevators			
	Urban Insulation	Salisbury, MA	Furnish, Install Pipe Insulation			
	Urban Insulation	Salisbury, MA	Insulation			
	Urban Insulation	Salisbury, MA	F&I HVAC Ductwork & Piping			
	Valley Forge Textiles	Ft. Lauderdale, FL	Fabrics			
	Wallco Sales	Fairfield, MA	Labor			
	Welch Associates Land Surveyors	West Bridgewater, MA	Layouts, As-built Surveys			
	Welch Associates Land Surveyors	West Bridgewater, MA	Layouts, As-built Surveys			
	Wang Commissioning (M/WBE)	West Roxbury, MA	Building Commissioning			
	West Hartford Lock (M/WBE)	Hartford, CT	Doors			
	West Hartford Lock (M/WBE)	Hartford, CT	Doors			
	West Hartford Lock (M/WBE)	Hartford, CT	Doors			
	William G. Moore	Freehold, NJ	Timber Piles Supply			
	Wynco Distributors of New England	Wilmington, MA	Carpet Pad Vendor			
			<b>TOTAL</b>	<b>\$180,727,829</b>	<b>5.4%</b>	<b>12.8%</b>

# Construction: VBE Participation, 49 Contracts Awarded

VBE (49)	Sub-Contractor / Supplier	Location	Scope	Award Amount (\$)	% Goal	% of Awarded Contracts
	4 Seasons Property Management	Hull, MA	Painting			
	AJ Industries West	Las Vegas, NV	Laundry Equipment			
	Anvil Steel Engineering (M/VBE)	Taunton, MA	Shear Stud Installation			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Rebar at main level			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Misc. Metals & Glass			
	Anvil Steel & Engineering (M/VBE)	Taunton, MA	Labor - Ironworkers			
	Arrow Security	Springfield, MA	Site Security			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Broco Oil	North Reading, MA	Fuel Supply			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Carol's Lighting (M/W/VBE)	Canton, MA	Lighting Supplies & Materials			
	Chair Choice	Santa Fe Springs, CA	Seating			
	Chapman Electric (W/VBE)	Sandwich, MA	ALC Installation			
	Cobias	Dedham, MA	Stud Rail Supply			
	Eastern Exterior Wall	Allentown, PA	Pre-Engineered Walls			
	Erik Rueda Design Lab (M/VBE)	Chelsea, MA	Conference Tables			
	Global Supply Management (M/W/VBE)	Henderson, NV	Seating			
	Homeland Mechanical	Quincy, MA	Furnish, Install Trench Drains			
	Homeland Mechanical	Quincy, MA	Pipe Fitter Labor			
	Homeland Mechanical	Quincy, MA	F&I Horizontal Fan Coil Units			
	Mack Desginer Hardware	Burlington, MA	Hardware			
	Recon Outfitters	Sturbridge, MA	Water/slurry tanks			
	Sourcing Solutions	Tigard, OR	Crane Mat Supplier			
	Sunrise Erectors	Canton, MA	Labor			
	Swag Tools	Waltham, MA	Miscellaneous Supplies			
	Tansey Electric	Manchester, NH	Electrical Labor			
	Titan Roofing (M/VBE)	Quincy, MA	Roofing			
	Thermo Dynamics	Amesbury, MA	Insulation			
	Thermo Dynamics	Amesbury, MA	Plumbing & Insulation			
			<b>TOTAL</b>	<b>\$39,358,105</b>	<b>1.0%</b>	<b>2.8%</b>



# Construction: Workforce Participation

- As of May 02, 5,986,787.8 hours of work had been completed on the project site by 7,752 workers
- 1,870 minorities, 491 females, and 311 veterans have performed construction work on the project

	<b># Workers*</b>	<b># Diverse Workforce Hours*</b>	<b>Goal</b>	<b>% Diverse Workforce Hours to Date</b>
<b>Minority</b>	1,870	1,535,989.9	15.3%	25.7%
<b>Female</b>	491	428,120.3	6.9%	7.2%
<b>Veteran</b>	311	315,042.3	3.0%	5.3%



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

FROM: Jill Griffin, Director of Workforce, Supplier and Diversity Development;  
Crystal Howard, Program Manager

CC: Interim Executive Director Karen Wells

DATE: January 3, 2020

RE: Encore Boston Harbor Construction Diversity Close out/MGC Access and  
Opportunity Recognition

**Please refer to 2020 Encore Boston Harbor AOC Final Report for complete construction diversity results.**

**Summary/Highlights:**

Following the construction data close out of the \$2.6 billion Everett casino project, Encore Boston Harbor submitted their closing construction diversity report to the MGC with updated final information regarding construction vendor spend and workforce data.

*Encore Boston Harbor Exceeded All Construction Workforce and Contracting Spend Goals*

Overall 5,986,787.8 hours of work had been completed on the project site by 7,752 workers, including 1,870 minorities, 491 females, and 311 veterans.

- Minorities performed 25.7 % of workforce hours, exceeding the 15.3% project goal.
- Females performed 7.2% of work hours, exceeding the 6.9% project goal.
- Veterans performed 5.3% of work hours, exceeding the 3% goal.

Encore Boston Harbor Diverse Business (M/W/VBE ) participation during construction totaled \$257.2 million of construction contracts and purchase orders. Total qualified construction spend = \$1,415,428,026.

- WBE's were awarded \$180.7 M or 12.8% of the qualified spend exceeding the 5.4% goal.
- VBE's were awarded \$39.4 Million or 2.8% of contracts exceeding the 1% goal.
- MBE's were awarded \$83 M or 5.9% of spend (goal 5%).

## **MGC Access and Opportunity**

The MGC Access and Opportunity Committee was the pivotal diversity strategy of the MA Gaming Commission, providing monthly oversight of the licensee's progress towards their diversity goals, along with strategic interventions and advice. Since the launch in 2014, forty-three public meetings were executed. We have invited meeting contributors from Region A to this public meeting to be recognized.

### **Background:**

In Dec 4, 2014, the Commission voted to establish an 'Access and Opportunity' Committee a new initiative developed to support the Commission's ongoing commitment to achieve diversity within Massachusetts' new expanded gaming industry. The Committee's primary function was to monitor diversity in the construction workforce and supplier base of the state's resort-casino licensees, and also to make related recommendations to the Commission and/or licensees.

The Commission invited individuals with expertise in labor, workforce development and supplier diversity to join the Statewide Committee. Including representatives from Commonwealth’s Supplier Diversity Office, Executive Office of Labor and Workforce Development, Policy Group on Tradeswomen’s Issues, the New England Regional Council of Carpenters, State Office of Veterans Affairs; Two Regional Subcommittees were established that include each Licensee, local unions, community organizing groups like the One Everett, Black Economic Justice Institute as well as community non-profits such as Urban League, MA Minority Contractors Association, and Hispanic American Institute A full list of participants and their corresponding organizations follows.

### **Access and Opportunity Committee Meeting Participants**

Nader Acevedo	Hispanic-American Institute
Antonio Amaya	La Comunidad Inc
Jody Baier	Center for Women in Enterprise
Frank Callahan	MA Building Trades Council
Alberto Calvo	Chelsea Chamber of Commerce
Maureen Carney	MA AFL-CIO
Lisa Clauson	NE Carpenters Labor Management Program
Joe Delaney	MA Gaming Commission
Brian Doherty	Building & Construction Trades Council of the Metropolitan District
Emily Earll	Suffolk Construction
Mark Erlich	New England Region Council of Carpenters
John Fitzpatrick	Massachusetts Supplier Diversity Programs, Operational Services Division

Priscilla Flint-Banks	Black Economic Justice Institute
Tom Flynn	Carpenters Local 327
Jason Garand	Carpenters Local 336
Fiore Grassetti	Ironworkers Local 7
Keith Greenaway	Greater New England Minority Supplier Development Council
Jill Griffin	MA Gaming Commission
Lyle Hamm	New England Carpenters Training Fund
Kate Harrison	NCTE
Crystal Howard	MA Gaming Commission
Beverly Johnson	Massachusetts Minority Contractors Association
Nhat Le	Massachusetts Office of Business Development
Ron Marlow	Former Chair of MGC AOC
Marvin Martin	Action for Regional Equity
William McAvoy	MA Operational Services Division
Susan Moir	Policy Group on Tradeswomen's Issues/Labor Resource Center, UMass Boston
Reggie Nunnally	MA Supplier Diversity Coalition
Rich Pedi	Carpenters Local 218
Jennie Peterson	Encore Boston Harbor
Jabes Rojas	MA Office of Access and Opportunity
Catherine Rollins Denisi	City of Everett
Liz Skidmore	New England Region Council of Carpenters/ Policy Group on Tradeswomen

Bruce Stebbins	MA Gaming Commission
Joseph Truschelli	MA Dept. of Veterans Services
Gladys Vega	Chelsea Collaborative
Juan Vega	Executive Office of Housing and Economic Development
Mary Vogel	Building Pathways Boston
Weezy Waldstein	Casino Action Network
Shelley Webster	In Order Business Solutions
Darnell Williams	Urban League of Eastern MA
Brooke Woodson	Suffolk Construction
Jessica Yamas	WBENC- New England/CWE

The MGC's Workforce, Supplier and Diversity Development staff thanks the participants of the Access and Opportunity Committee and commends Encore Boston Harbor for working to ensure equity in the construction of the casino in Region A as the legislation intended.

# GameSense Update

September 10, 2020

# INTRODUCTIONS



- Mark Vander Linden, Director of Research and RG, MGC
- Teresa Fiore, Program Manager of Research and RG, MGC
- Marlene Warner, E.D., MACCG
- Chelsea Turner, Director of RG, MACCG
- Ken Averill, GameSense Advisor

# We are happy to be back!



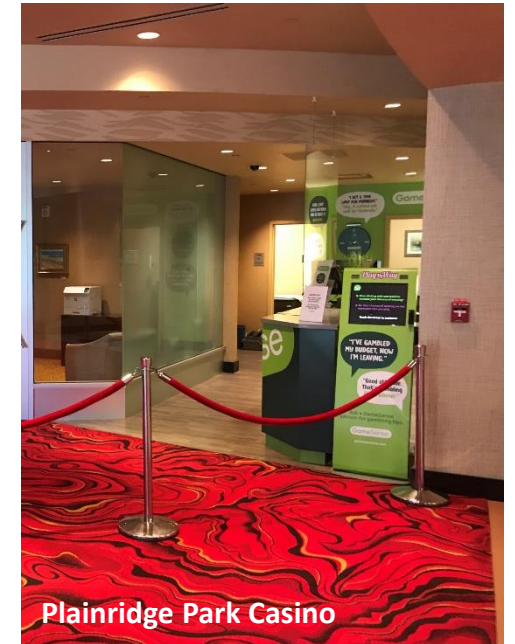
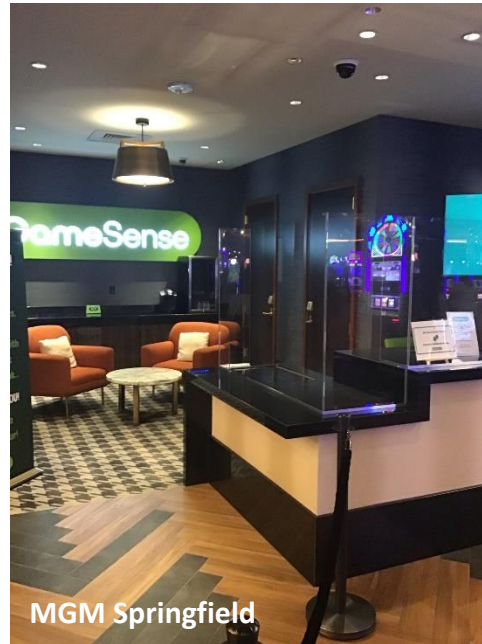
Today's presentation will cover:

- Safety First
- What's Happening at the GSICs?
  - New and safely designed activities
  - Data
  - Trainings
  - 24-7
  - Magic Moments
  - RGEW
- GameSense 2.0
  - Augmented Reality
  - Positive Play
  - Community Outreach
  - VSE Recovery and Outreach Liaison
- Rebranding
- Questions?

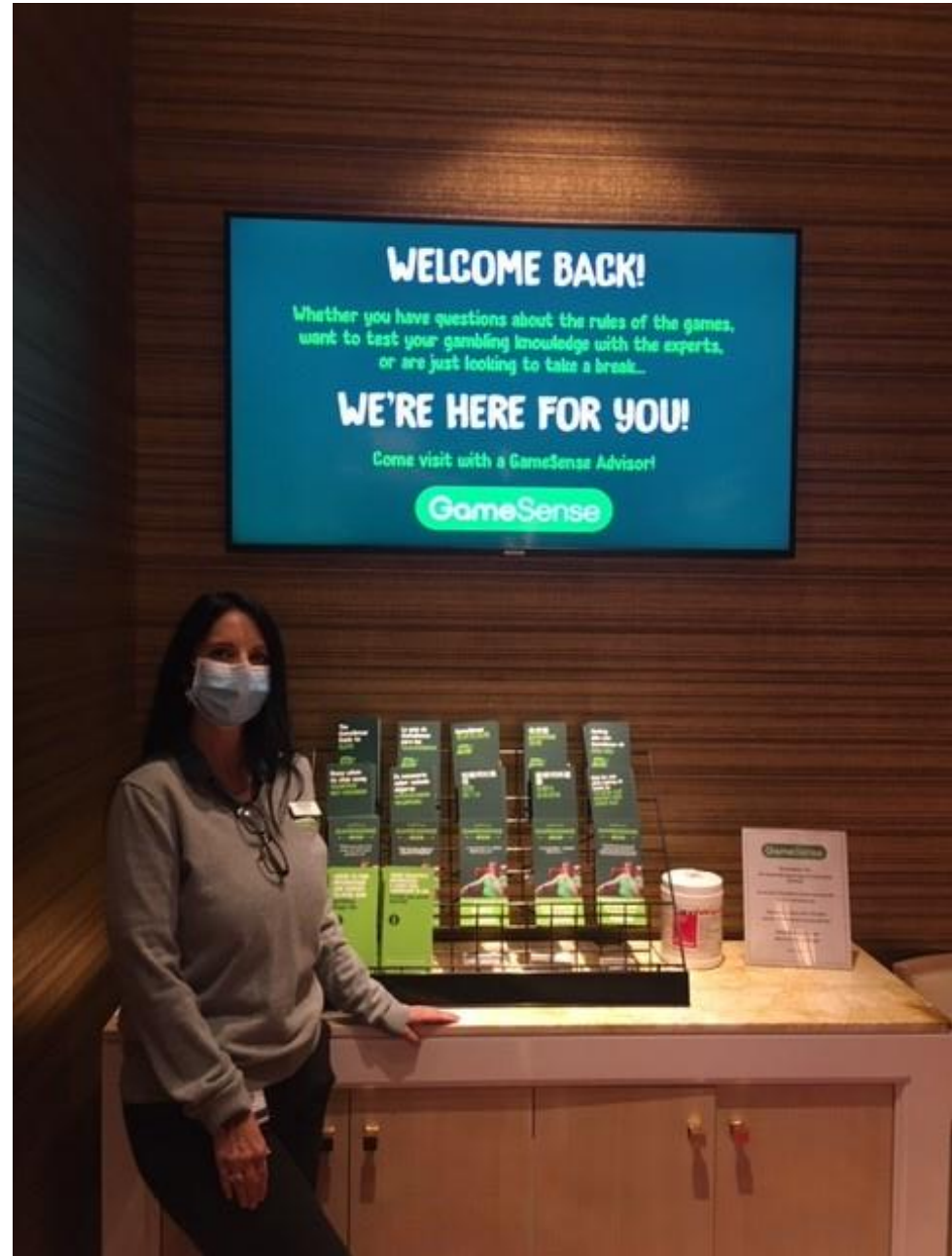


# SAFETY FIRST: Preparation for and re-openings of GSICs

- GameSense prepared safety plans and protocols consistent with public health guidelines for casino.
  - Strategies include PPE, social distancing, frequent handwashing, and safety checklists
- Thinking creatively about new ways to safely support and engage patrons and staff.



# WHAT'S HAPPENING AT THE GSICs?



# GSICs: New Approach to Activities developed with social distancing in mind

- New, safe approach
- Social distancing; no touching; no exchanging paper or pens
- Using monitors more
- Using laminated flash cards and laminated quizzes
- We're filling out raffle slips for the patrons
- Walking the floor, but keeping socially distanced
- Avoiding activities that could attract a crowd
- Seeking new opportunities (partnering w promotions; alternative locations; etc.)



# The DATA: Traffic may be down, but interactions remain significant

Data which compares Aug 2019 to Aug 2020 has shown decreased GameSense interactions. This is not surprising given that there is limited capacity at the casinos; there are less GameSense staff due to layoffs and furloughs; the traffic flow is challenging and there are important safety protocols that need to be adhered to (social distancing, no touching, etc.) This has resulted in 57% overall decrease in interactions across properties. *(Percentage reflects a partial July 2020)*

	<b>EBH</b>	<b>MGM</b>	<b>PPC</b>
August 2019	248 Demonstrations 859 Exchanges	576 Demonstrations 558 Exchanges	179 Demonstrations 1208 Exchanges (includes 1062 PMW)
August 2020	175 Demonstrations 492 Exchanges	172 Demonstrations 321 Exchanges	113 Demonstrations 429 Exchanges



# THE DATA: Since reopening, VSE beginning to see increased enrollments and reinstatements

	FEB	MAR	APR	MAY	JUN	JUL	AUG
Offsite enrollments	6	0	1	0	2	0	2
PPC enrollments	10	1	0	0	0	2	4
MGM enrollments	12	4	0	0	0	2	11
EBH enrollments	23	10	0	0	0	8	20
<b>New VSE enrollments</b>	<b>51</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>37</b>
PPC reinstatements	3	2	0	0	0	8	6
MGM reinstatements	5	2	0	0	0	4	3
EBH reinstatements	3	0	0	0	0	0	1
<b>New VSE reinstatements</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>10</b>

- Total number of active enrollees as of August 31, 2020 is 780
- Average number of monthly enrollments for the six months leading up to March was 43.5
- 19% of active enrollees are eligible for reinstatement
- VSEs currently only being conducted by GameSense staff and designated agents
- Working with MGC to implement remote VSEs; no coverage overnight at PPC and MGM

# GameSense Trainings

During casino closures, GameSense Advisors broadened their knowledge of various gambling topics, and delivered 10 presentations to members of the MGC on topics such as *The House Edge*, *Social Casinos* and *RG Innovations in an Online World*. 20 presentations were created in total.

- New Hires at Casinos (3 at EBH; fewer since limited hiring)
- Providing trainings to clinicians and the public from the SEIGMA and MAGIC studies
- Training on Support Services for the Asian Community (coming soon!)



# GSICs: EBH GameSense 24/7

Since reopening, the GameSense Info Center has been staffed 24/7 at EBH

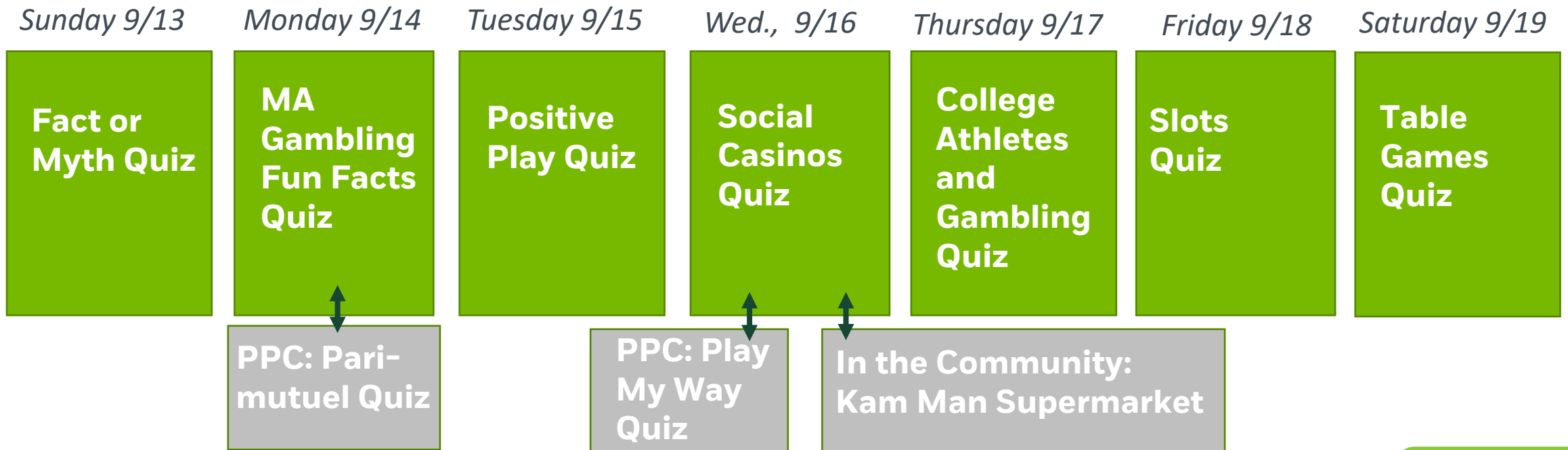
- 8 VSEs conducted during the 1AM – 9AM shift
- 1716 simple interactions have taken place during the hours of 1AM-9AM
- 130 intensive interactions have taken place during the hours of 1AM-9AM, which makes up 12% of all intensive interactions
- 936 casino interactions (more intensive than a simple interaction and related to a casino promotion or game)



# RGEW 2020: “Keep Your Gambling Safe and Healthy!”

## RGEW Activity Schedule:

- 7 Days this year, noon – 5:00
- A safe, different activity every day





# RGEW 2020: Using Technology

DIGITAL QUIZ: “Keep Your Gambling Healthy & Safe”



1. QR Codes: GSIC monitors and high traffic areas
2. Open the camera app on your phone and hover it over the QR code until a link to the quiz pops up, or you may also access the quiz by visiting <https://bit.ly/3h1InfH>
3. Complete the five-question quiz. Visit the GameSense Info Center and show your completed quiz to claim a prize, and/or enter a raffle for a Healthy & Safe Basket.



# RGEW 2020: Sample Quiz Question . . .

The Centers for Disease Control helps to provide useful information to healthcare providers and to the public about how to stay healthy and safe. The GameSense team inside the casino helps to provide useful information about how to keep gambling healthy and safe. Which of the options below is NOT a GameSense tip:

- a. Set a time limit, spend limit and win limit before you play
- b. If you lose money, keep playing and you will eventually earn it back
- c. Don't borrow money to gamble
- d. Know how the game works and what the odds are before playing
- e. Consider leaving your ATM card at home

# RGEW 2020: Quiz answer . .

## **b. If you lose money, keep playing and you will eventually earn it back**

Incorrect Answer: If you answered, a, c, d or e, you are incorrect. Setting time spend and win limits, not borrowing money to gamble, knowing the odds and leaving your ATM card at home are ALL excellent GameSense safeguards. Please keep these healthy tips in mind when gambling.

Correct Answer: If you answered b, you are correct. Always remember NOT to chase losses and instead accept them as the cost of entertainment.

# RGEW: Partnering w/ Casinos – THANK YOU!

- New monitors at PPC and MGM
- Generous give away donations by EBH and PPC including hand sanitizers and gift cards
- Short quizzes at the promotions area at EBH on Wednesday and Thursday, from noon – 8:00 PM
- MGM will use stickers to co-brand promos going forward
- PPC & MGM will have digital signage inside the casinos
- PPC staff receiving RGEW t-shirts
- PPC bulletin board dedicated to RGEW in the back of the house
- All casino operators will be posting a daily responsible gaming message on their social media platforms



*PPC is outfitting staff in RGEW t-shirts*

# GameSense 2.0:

## POSITIVE PLAY RESEARCH: Early Stages

Dr. Richard Wood & Dr. Nassim Tabri (Carleton University)

Positive gambling behaviors:

- Honesty & control; pre-commitment; positive play beliefs; personal responsibility & gambling literacy

In July, GSAs had over 200 informal interactions w/ patrons; results were not scientific, but they were helpful in helping to develop survey questions; generally speaking . . .

- About 25% of patrons had concerns about returning to the casinos upon reopening
- Over half were happy to save money during the shutdown
- Patrons missed having fun at the casinos and the social aspect
- The best thing about returning to the casinos was to have fun
- The worst thing about returning to the casinos was losing money
- INTERESTINGLY, about 25% said the shutdown made them reassess their gambling
- While the casinos were shut down, many played lottery, followed by social casinos

# GameSense 2.0

## POSITIVE PLAY RESEARCH: Current stage & next steps

- Sought the advice and consulted with the MGC Research Review Committee
- 1500-person online panel; questions include low-risk gambling guidelines & gambling during shutdown
- Will be in field late Sept. – mid October
- Will take some time to evaluate findings and produce a report; looking forward to sharing

# GameSense 2.0: VSE Recovery and Outreach Liaison

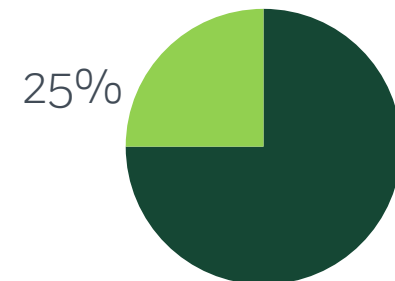
Unique and critical role . . .

- Available to help people who are contemplating slowing down or stopping their gambling and looking for resources outside of the casino
- Helps to create seamless transition from VSE or request for help to the right person (could be GA, in-person, etc.)
- Position is held by a person in long-term recovery; has fingers on the pulse of services being provided in this ever-changing world
- Deep connections w/ providers and self-help groups; maintains up to date information for a myriad of services
- Approximately 25% of VSEs request follow up; of these, we successfully connect w/ approximately 80%
- Able to provide intensive TRS (telephone recovery support)



**Jodie Neally**

## **VSEs who request follow up from VSE Recovery and Outreach Liaison**



# GameSense 2.0: Community Outreach



Built database of approx. 700 unique community organizations in Massachusetts to reach out to based on priority populations

- 300 letters recently sent to organizations who serve veterans, senior and Asian communities
- Follow up calls in process
- Able to offer trainings virtually, or in-person as safety allows



# GameSense 2.0: Augmented Reality

- Using technology safely and creatively
- Audience = Novice Players
- Concept = House Edge in slots, Blackjack and Roulette
- Incorporate GameSense tips
- In development stage



# The MCCG is now the Massachusetts Council on Gaming and Health!



**The Massachusetts Council**  
**ON GAMING AND HEALTH**  
*We Understand the Problem. We Can Help.*

**GameSense**

**THE  
PROGRAM**

**& THE  
IMPACT**



## IN THIS ISSUE

**1**

**Letter from the Chair**

---

**2**

**What is GameSense?**

---

**8**

**Resources & Tools**



**14**

**Metrics & Evaluation**

---

**18**

**Advertising & Marketing**

---

**20**

**In the News**

---

**22**

**Where Do We Go from Here?**

# LETTER FROM THE CHAIR

**The Massachusetts Legislature legalized casino gaming in 2011 to produce broad-based economic development, including jobs and revenue—but not at any cost.**

A key feature of the gaming law established a **first-of-its-kind research plan** to comprehensively assess the social and economic impacts of casino gambling in Massachusetts. A data-driven understanding of casino impacts provides the Massachusetts Gaming Commission (MGC) with the ability to design evidence-based programming, particularly in the area of responsible gaming and problem gambling.

A baseline study concluded that, in Massachusetts, approximately **2% (110,000) of the adult population meet the criteria for problem gambling**, and another **8.4% (440,000) experience harm to a lesser degree**. In response to these findings, the MGC launched GameSense, an innovative, player-focused responsible gaming program that encourages players to adopt positive play behaviors and attitudes that promote safe levels of play and reduce the risk of gambling-related harm.

It is also worth noting that Massachusetts is the only gaming jurisdiction in the country to require such responsible gaming resources (GameSense Info Centers and GameSense Advisors) at each casino property.

As the commonwealth's casino industry continues to grow and mature, the MGC, in partnership with our many stakeholders, looks forward to continued research-driven innovation to meet the needs of Massachusetts' diverse casino patrons.



*Cathy Judd-Stein*

**Cathy Judd-Stein**  
Massachusetts Gaming Chair

A photograph of two men in a conversation. The man on the left is older, with white hair, and is smiling. The man on the right is younger, with a beard and glasses, wearing a light pink shirt, and is looking towards the older man. The background is blurred, showing what appears to be an indoor setting with plants.

## WHAT IS GAMESENSE?

**GameSense is an innovative responsible gaming program** that encourages players to adopt and/or maintain positive behaviors and attitudes that reduce the risk of gambling-related harm.

In fulfillment of the legislation, which called for an on-site player protection program staffed by a third party, the MGC licensed GameSense from the British Columbia Lottery Corporation in 2015 and drew upon the experience and expertise of the Massachusetts Council on Compulsive Gambling (MCCG) to staff and operate the program at each Massachusetts casino—Encore Boston Harbor (EBH), MGM Springfield (MGM), and Plainridge Park Casino (PPC).

**The GameSense program captures  
four essential pillars of engagement:**

**1**

**Relevant**

Tips and tools help players play smarter

---

**2**

**Supportive**

Informative instead of judgmental

---

**3**

**Approachable**

Messaging is welcoming and lighthearted

---

**4**

**Relatable**

Adopts a fun and occasionally humorous style

# WHO DOES GAMESENSE SERVE?

## CASINO PATRONS

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**GameSense encourages casino patrons to engage in positive play promoting informed player choice.**

Most people who visit Massachusetts casinos engage in “positive play,” or gambling behavior that is nonproblematic. Research shows that players who engage in positive play focus on “playing for fun, being entertained, and/or winning a prize” (Wood & Griffiths, 2015).

GameSense Advisors engage patrons at the GameSense Info Center and on the casino floor through innovative games, quizzes, and other demonstrations, presenting information to:

- › Debunk common gambling myths and misconceptions
- › Educate on how games work, and educate on odds and probabilities of slots and table games
- › Discuss informed decision-making options

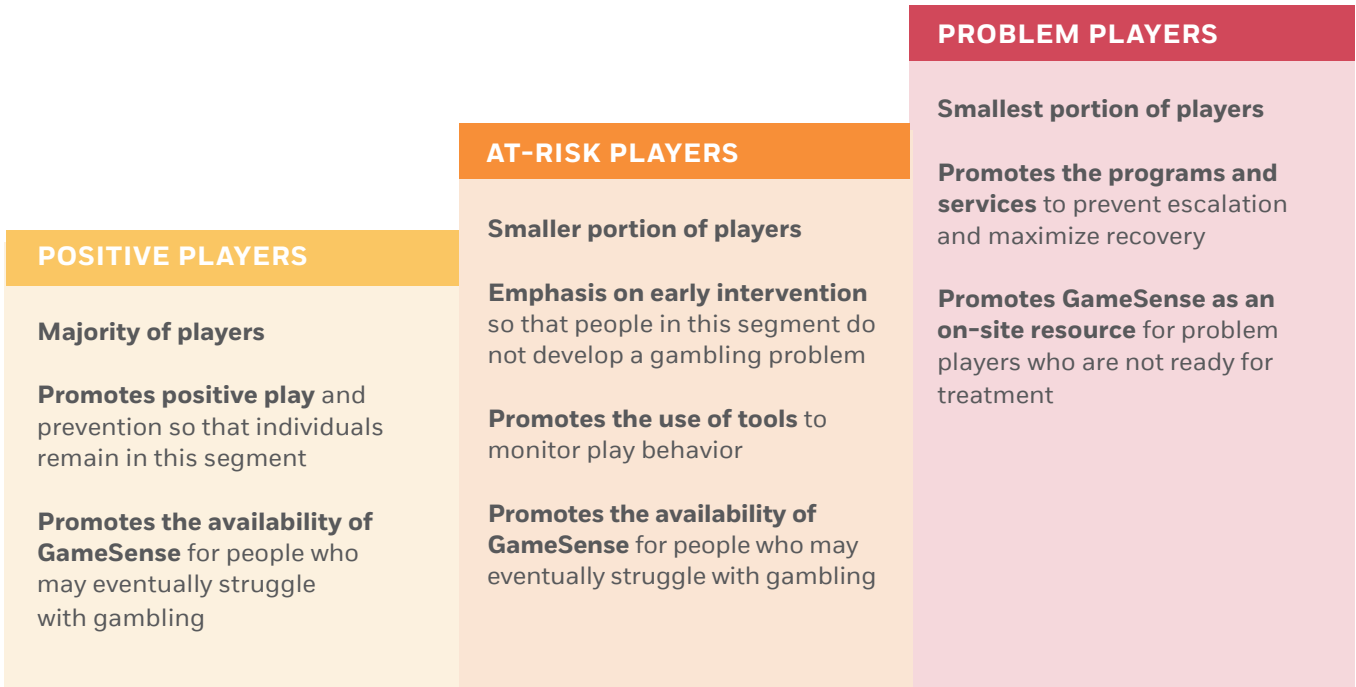






**By using a stepped-care approach, GameSense provides casino patrons with information relevant to their specific needs.**

According to the baseline general population survey of Social and Economic Impacts of Gaming in Massachusetts, approximately one in every five patrons may be at risk for, or has, a gambling problem (Volberg, Williams, Stanek, et al., 2017). Recognizing that all players are not the same.





## CASINO EMPLOYEES

**GameSense builds the capacity of casino employees, including management, through education and interactions designed to promote responsible gaming and mitigate problem gambling.**

In partnership with the three casino licensees, GameSense has provided both new-hire orientations and advanced responsible gaming trainings to well over 5,000 Massachusetts casino employees. Evaluations show that 88% of casino employees have rated the training as “very good” or “excellent” (Gray, Shaffer, LaPlante, 2018).

**GameSense empowers and supports casino employees to take action to support patrons in need of assistance.**

In fiscal year 2019, GameSense Advisors engaged 2,994 casino employees with conversations about responsible and problem gambling. Additionally, on 266 occasions, casino employees, gaming agents, and state police officers have referred patrons or requested assistance from an on-site advisor.



# 88%

OF CASINO  
EMPLOYEES

**have rated the  
responsible gaming  
trainings as “very  
good” or “excellent”**





## THE COMMUNITY

---

GameSense provides responsible gaming and **problem gambling education** to service providers and community groups in casino host and surrounding communities. They specifically target and engage community partners that serve persons who may have a gambling problem or are at risk of developing one.



# WHAT RESOURCES & TOOLS DOES GAMESENSE HAVE AVAILABLE?



Within the **GameSense toolkit** are programs, resources, and educational activities designed to engage patrons at Massachusetts casinos.



## GAMESENSE INFO CENTERS

**GameSense Info Centers are located on-site at all Massachusetts casinos** and operate 16 hours a day, 7 days a week. Strategically located in high-traffic areas, each GameSense Info Center has a welcoming, visitor-friendly space, as well as a private office for more sensitive conversations.

Visitors to the GameSense Info Center can learn about myths associated with gambling, find out the odds of the games, take a break, or seek support from a GameSense Advisor.



## GAMESENSE ADVISORS

**GameSense Advisors are the heart of the program.** Nearly all GameSense Advisors possess a gaming background, but also bring to the position a diverse range of educational and other work experiences. One thing that they have in common is a passion for the work they do in order to make a difference in the lives of casino patrons and staff.

In addition to extensive training on responsible gaming and problem gambling, GameSense Advisors receive training in Mental Health First Aid, behavioral health, counseling skills, and community resources.

The GameSense team is made up of advisors who represent diverse cultural and ethnic groups and ages, and who possess various linguistic backgrounds. Diversity is an integral part of the GameSense team, as it aids in reaching players from different backgrounds, including those who have historically suffered from health disparities.

## PlayMyWay

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# PlayMyWay

### **PlayMyWay (PMW) is a first-of-its-kind budgeting tool**

designed to allow players the ability to monitor the amount of money they spend on electronic gaming machines. PMW is now available at Plainridge Park Casino, and a 2021 launch is planned at MGM Springfield and Encore Boston Harbor. GameSense Advisors play a critical role in PMW, as they serve as the primary customer service representation when it comes to program-related questions.

- › Once enrolled, **a player receives automatic notifications** as he or she approach 50%, 75%, and 100% of their daily, weekly, or monthly budget.
- › A player can choose to **stop at any point or keep playing**.
- › Players can **enroll, adjust their budget, or un-enroll** in PlayMyWay at any time.

The program is completely voluntary and provides players with real-time data so that they stay in control of their gambling. Between the launch of PMW in June 2015 through December 2019, there were **24,587 players actively enrolled** in the program, with **an average un-enrollment rate of 14%**. An evaluation of the program found that typical PlayMyWay users wagered less money at PPC during the study period, made fewer visits to PPC, and tended to lose less money at PPC (Tom, Singh, Edson, et al., 2017).

## VOLUNTARY SELF-EXCLUSION

**The Voluntary Self-Exclusion (VSE) program allows participants to voluntarily prohibit themselves from accessing the gaming floor** at all Massachusetts casinos for a predetermined length of time of one year, three years, five years, or their lifetime.

**Over 85% of all enrollments are conducted by a GameSense Advisor** and most commonly take place at a GameSense Info Center.

The VSE program is designed to engage participants in order to support their decision and to offer to connect them with additional help. Between June 2015 and December 2019, **779 individuals** enrolled in the VSE program; **80% of enrollees** who completed a follow-up survey reported that they were gambling less at follow-up than prior to MA-VSEP enrollment (Nelson, Kleschinsky, LaPlante, et al., 2018).



**Between June 2015  
and December 2019,**

# 779

**INDIVIDUALS**

**enrolled in the  
VSE program**

“Research has shown that the Massachusetts VSE program is an effective intervention to help persons struggling to control their gambling. Participants reported reduced gambling-related problems, including improved mental health and relationship quality. Participants who had previously enrolled in other VSE programs reported a significantly more positive enrollment experience with a GameSense Advisor.”

- **Mark Vander Linden**  
MGC Director of Research and Responsible Gambling



## COMMUNITY ENGAGEMENT

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GameSense community engagement initiatives are designed to **bring responsible gaming and problem gambling information and resources out into the community**. Engagement efforts focus on groups and communities identified by research as being at higher risk for experiencing gambling-related harm, including blacks, Asian populations, immigrants, veterans, seniors, and those with an annual household income of less than \$15,000.



## GAMESENSEMA.COM

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**The mobile-friendly website GameSenseMA.com is accessible and user friendly.** The website is populated with entertaining videos, featuring a fictional GameSense Advisor, created to dispel popular gambling myths and offer “pearls of wisdom” or practical tips about responsible play.

The website also offers extensive recommendations for responsible gaming techniques, interactive tools, myth-busting games, and valuable information about how to access support resources and services such as the VSE program.







# GAMESENSE METRICS & EVALUATION

Data collected by **GameSense Advisors** between June 2019 and April 2020, when all three Massachusetts casinos were operational, shows:

## >275,000

### GENERAL INTERACTIONS

with casino patrons and employees



## >56,000

### CONVERSATIONS

pertaining to responsible gaming and problem gambling

WITH

## 77,081

CASINO PATRONS  
AND EMPLOYEES

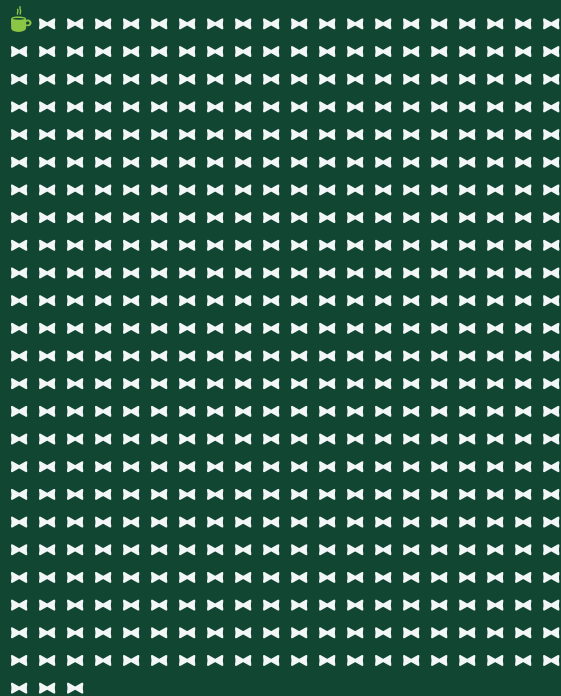


GameSense Advisors work to **create a casino culture that values responsible gaming** and is sensitive to problem gambling by providing tailored trainings based on job function to all newly hired casino staff.

These trainings are critical to furthering the mission of GameSense, as the number of casino staff at each Massachusetts casino far exceeds the number of GameSense Advisors at each property.

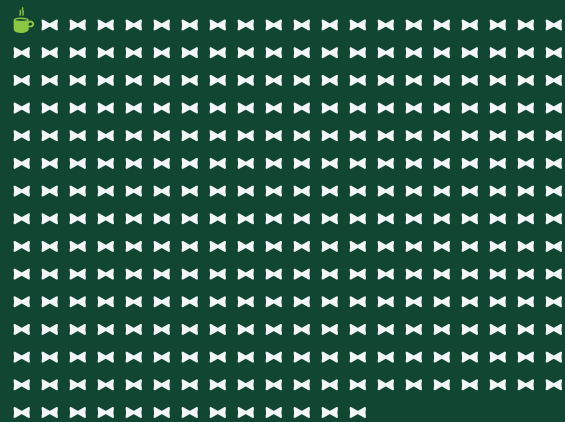
**1:483**

**EBH GameSense Advisor to EBH staff**



**1:293**

**MGM GameSense Advisor to MGM staff**



**1:76**

**PPC GameSense Advisor to PPC staff**



= GameSense Advisor     = Casino Staff

# WHAT ARE THE RESULTS?

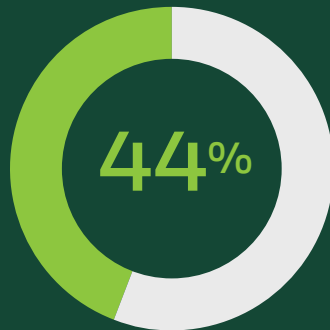
An early evaluation of the PPC GameSense program, which collected data between 2015 and 2017, offers an encouraging outlook on its impact and effectiveness. **Research findings indicate:**



of surveyed patrons had a **high degree of program awareness**



of patrons surveyed were **satisfied with the information** provided by GameSense Advisors



went on to say that the program **changed the way they think** about their gambling behavior

# SPREADING THE WORD

The MGC, in conjunction with the MCCG, has developed and mobilized **a comprehensive communications strategy** to educate casino patrons, staff, and the general public about the importance of safe play and the availability of the program, in an effort to:



## INCREASE

overall brand awareness



## DRIVE

traffic to GameSenseMA.com



## HIGHLIGHT

the resources and tools available



## EDUCATE

the public with helpful responsible gambling tips and support resources



## PROMOTE

informed player choice about their gambling



## MAXIMIZE

community engagement efforts



## REACH

special populations to educate about responsible gaming and resources that are available



## REINFORCE

the commonwealth's commitment to a robust responsible gaming strategy

# ADVERTISING & MARKETING

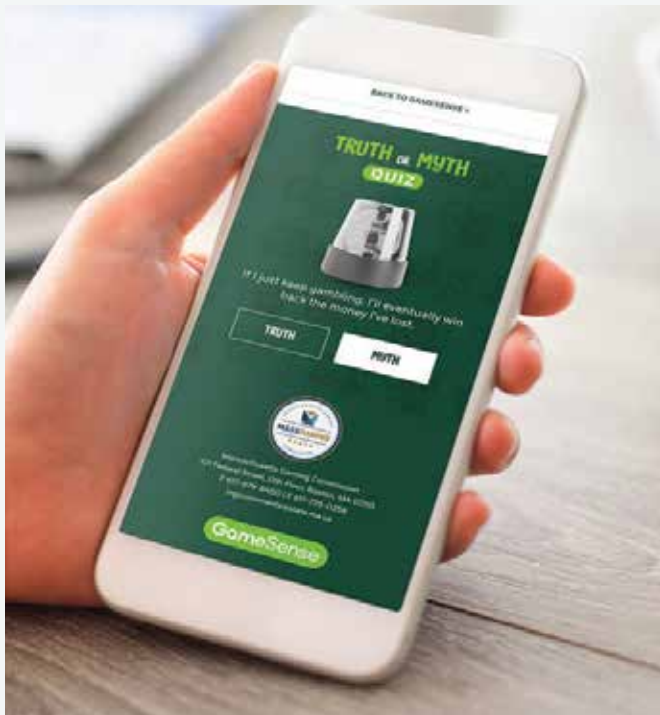


## **In-casino Signage**

On-site casino marketing strategies are deployed in cooperation with casino operators and include in-casino signage, multilingual collateral, staff newsletters, and other specialized campaigns.

## Paid Advertising

Paid advertising includes mobile, display, social (Facebook and Instagram), and search engine marketing. Online ads are distributed according to web-browsing behavior to maximize the campaign's impact and target people who are recreational, at-risk, and problem gamblers.

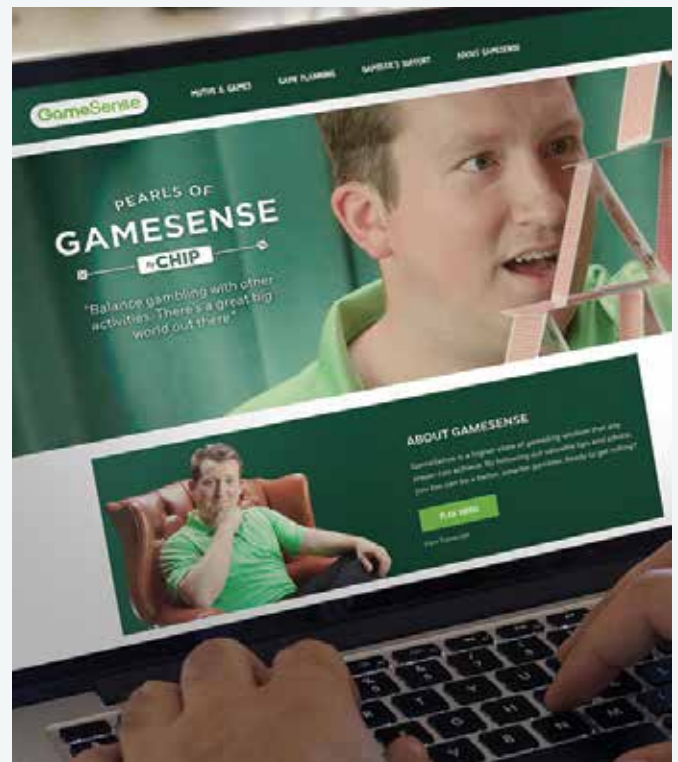


## Digital Strategy

Social media platforms are used to communicate relevant, organic content. Social media platforms are powerful communication vehicles, as they allow for timely and relevant content based on current events or industry trends as well as collaboration with casino operators and other responsible gaming stakeholders.

## Website

GameSenseMA.com offers practical responsible gaming tips, interactive tools, myth-busting games, and valuable information about how to access support resources and services such as the VSE program.





## GAMESENSE IN THE NEWS

GameSense has been highlighted by both local and national news sources spanning **radio, TV, digital, and newsprint.**



## MGM host referred ‘top-tier player’ for problem gaming help

State House News Service | March 28, 2019

As problem gambling awareness month draws to a close, a longtime responsible gaming advisor who works with the Gaming Commission said Massachusetts’s efforts to educate players are working and having an influence on the casino industry.

Amy Gabrila, a senior advisor with the commission’s GameSense program, told regulators Thursday that a recent interaction with an executive host from MGM Springfield—whose job is to cater to high rollers and to cultivate regular players—moved her to tears.

She said she recently led a “grueling” training session on responsible gaming and the resources GameSense makes available to all players with MGM Springfield officials, including this particular executive host. Shortly after the session, the executive host referred a client—a top-tier player—to Gabrila for assistance with potentially problematic gambling.

“Honestly, I cried,” Gabrila told the Gaming Commission. “Never in my 22 years in this business would I have ever believed that an executive host—a guy who lives off getting people to play, that’s his business—was willing to drop off one of his best accounts to me because he felt it was the right thing to do.”

“

**THE FACT IS THAT WE ARE NOW IN THIS SPACE WHERE WE’RE CHANGING THE NARRATIVE OF RESPONSIBLE GAMBLING IN THE INDUSTRY FROM THE INSIDE OUT.**

The commission adopted GameSense as its “comprehensive responsible gaming strategy,” and the program includes information centers in each of the state’s gaming facilities and advisors like Gabrila whose interventions range from casual conversations about things like betting odds to more in-depth assistance.

Gabrila said the state’s efforts to promote responsible gaming have rubbed off on staff at MGM Springfield, which opened in August. She said 10 of the last 15 people who have added themselves to the state’s voluntary gaming exclusion list did so after an MGM Springfield staff member referred them to GameSense.

“The fact is that we are now in this space where we’re changing the narrative of responsible gambling in the industry from the inside out,” Gabrila said. She added, “It blows my mind... It’s something I never thought would happen.”



**Amy Gabrila**  
Senior Advisor,  
GameSense

# WHERE DO WE GO FROM HERE?

## Closing Message from Mark Vander Linden, MGC Director of Research and Responsible Gaming



The Massachusetts Legislature laid out **a vision for casino gaming** that would bring jobs and the greatest possible economic benefit to the commonwealth. They understood that in order to achieve this vision there must also be a plan to mitigate the negative consequences, because for every person who is harmed by gambling, the benefits begin to erode. As outlined in this report, GameSense has quickly become an effective frontline response, working both inside the casino and out in the community to meet this challenge and advance the MGC's objectives of providing accurate and balanced information to promote positive play; providing patrons experiencing gambling-related harm with timely and appropriate information; and creating a shared understanding of responsible gaming among individuals, communities, the gaming industry, and government.

I'm thrilled by the early success of this program, but we remain committed to finding new and innovative ways to meet the needs of the commonwealth. As gambling changes, **we will continue to adapt our strategies while remaining true to core objectives.**





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To learn more about our program,  
visit us at [GameSenseMA.com](http://GameSenseMA.com).