

# 2024 ANNUAL REPORT



# LETTER FROM THE CHAIR

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**January 2025**

The Honorable Maura Healey, Governor  
The Honorable Andrea Joy Campbell, Attorney General  
The Honorable Deborah B. Goldberg, Treasurer  
The Honorable Michael Rodrigues, Chair, Senate Committee on Ways and Means  
The Honorable Aaron Michlewitz, Chair, House Committee on Ways and Means  
The Honorable Barry Finegold, Senate Chair, Joint Committee on Economic Development and Emerging Technologies  
The Honorable Carole Fiola, House Chair, Joint Committee on Economic Development and Emerging Technologies

## **HONORABLE EXECUTIVE OFFICERS AND MEMBERS OF THE GREAT AND GENERAL COURT,**

I would like to begin by recognizing former Chair Cathy Judd-Stein, who finished her service to the Commission in March 2024. Her work is reflected throughout this annual report and we are grateful for her leadership during her five-plus years serving as Chair.

Fiscal Year 2024 (FY24) saw significant growth for the Massachusetts Gaming Commission (Commission or MGC). First, we successfully oversaw the first full year of Sports Wagering in the Commonwealth. We are proud to have three fully licensed Category 1 operators and seven Category 3 operators under temporary licensure. We added new team members to round out the nine-person Sports Wagering Division who work to support the operators and monitor their compliance with our regulations. Sports Wagering has been an asset to the Commonwealth, bringing in \$116.69M in additional revenue in FY24 and directing those who choose to gamble on sports away from the illegal market to safe and regulated operators.

We continue to focus on creating and enhancing regulations to govern this new industry. As Interim Chair, I have been proud to spearhead, along with Commissioner Brad Hill, the MGC's involvement in the Attorney General's Youth Sports Safety Coalition, working with statewide partners to combat underage sports wagering while creating a curriculum to educate youth on the potential harms of unsafe gambling. Responsible Gaming is a key pillar of our work and I am proud of the MGC's role as a national leader as we promote essential responsible gaming initiatives and build on our vast library of research.

While Sports Wagering may be the newest addition to the gaming offerings here in the Commonwealth, the Commission continues to focus on overseeing our three brick-and-mortar casinos and the live horse racing and simulcasting industry. Our brick-and-mortar casinos generated \$33.87M in state taxes and employed roughly 5,400 people. We also saw standardbred horses compete in 108 races in 2024.

The Community Mitigation Fund completed its first year of grants using its new block grant formula, which has proven successful and will continue to be the model moving forward. We are proud to have awarded \$18M to communities and partners impacted by the construction of the casino facilities. The Community Mitigation Fund continues to be an important source of funding for impactful projects across the Commonwealth.

I would like to recognize the MGC's new Executive Director, Dean Serpa. After an exhaustive search led by Commissioner Eileen O'Brien, Dean was unanimously selected by the Commission to serve as the administrative leader of our organization. Dean brings a wealth of experience in state government to this role, and we are thrilled to have him. I want to thank General Counsel Todd Grossman for serving as Interim Executive Director with distinction.

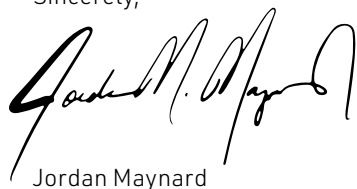
I also want to recognize the selection of Caitlin Monahan, who previously served as Deputy General Counsel, as Director of Investigations and Enforcement Bureau. Caitlin was presented by Commissioner Nakisha Skinner, who chaired the search committee, and Commissioner Brad Hill as a final candidate and was ultimately selected for the role by a unanimous Commission vote. We pride ourselves on recognizing the talent we have right here in this building and are thrilled to see our team members further their careers at the MGC.



As we look forward to FY2025, I am deeply proud of the work of the entire MGC team. Serving as Interim Chair has given me a new look into this organization, and it has been an honor to lead this incredibly talented team. The pages of this annual report will show you just how dedicated this team is to upholding the mission of the Massachusetts Gaming Commission.

The following Annual Report offers details of the Commission's operations from July 1, 2023 through June 30, 2024 (FY24) in accordance with G.L. c. 23K, s. 70 and c. 23N, s. 14(d).

Sincerely,

A handwritten signature in black ink, appearing to read "Jordan M. Maynard".

Jordan Maynard



# MISSION STATEMENT

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Former Chair Cathy Judd-Stein convened a Mission Statement Working Group to reexamine the Commission's Mission Statement and Core Values following the introduction of sports wagering in the Commonwealth to more accurately reflect the current Commission. The working group, led by Interim Chair Jordan Maynard and Commissioner Eileen O'Brien and including a diverse representation of MGC staff, drafted a new mission statement and core values which were unanimously adopted by the Commissioners in FY24.

The MGC is pleased to present its updated Mission Statement and Core Values.

**The mission of the Massachusetts Gaming Commission is to regulate the legal casino, horse racing, and sports wagering industries with integrity and transparency. Our goal is to maximize consumer protections, minimize negative impacts, and promote responsible gaming through regulation, research, and informed policy making. The Commission endeavors to create a fair and safe gaming environment in the Commonwealth while fostering economic benefits and a diverse workforce for its licensees, residents, and businesses.**





# CORE VALUES

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The commissioners and all employees of the Massachusetts Gaming Commission are committed to public service and a set of core values that will underpin and guide our work.

The MGC and its employees' value:

- Working collaboratively with our licensees, stakeholders, and the public for the benefit of all Massachusetts residents.
- Fostering an inclusive culture at the Commission and among our partners in the Massachusetts gaming, horse racing, and sports wagering industry that reflects the diversity of the Commonwealth.
- Maintaining the integrity of the Commission's work to promote objective and thorough regulation, enforcement, and compliance.
- Ensuring transparency in the regulation and oversight of the industries we oversee.
- Holding the Commission and its employees to the highest level of ethical conduct through a commitment to the law and our enhanced code of ethics.
- Serving the public with exemplary professionalism and customer service for all whom we come in contact.
- Promoting research and evidence-based best practices to assess the impact of expanded gaming, horse racing, and sports wagering to prevent and mitigate gambling-related harms.
- A commitment to promoting responsible gaming to minimize potential gambling-related harm to individuals and the community.



# KEY PROVISIONS OF OF THE GAMING ACT

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**Chapter 194 of the Acts of 2011 (The Gaming Act)** includes significant features to ensure public confidence and a robust gaming industry that generates economic development while providing mitigation measures to protect potentially vulnerable groups. The Gaming Act established a body of five, full-time commissioners to implement rigorous standards for suitability by licensed companies, vendors, and employees. The Gaming Act also established specific protocols for the operations of oversight of expanded gaming in the Commonwealth to ensure integrity, transparency, and fairness.

The statute specifically identifies a variety of uses for gaming revenue generated for the Commonwealth for local aid, health care, education and community colleges, transportation infrastructure, manufacturing initiatives, debt reduction, and tourism. Additionally, a portion of gaming taxes to the Community Mitigation Fund, which provides grants to cities and towns affected by the operation of casinos – additionally, Host Communities are entitled to a Host Community Agreement negotiated between the licensee and local community. Surrounding Communities also have a process for addressing mitigation concerns with the licensees.

The Gaming Act also established the Public Health Trust Fund to assist social service and public health programs dedicated to addressing challenges associated with problem gambling. The statute focuses on the development of a research agenda and directs the Commission to use research to make, in collaboration with the Gaming Policy Advisory Committee, scientifically based recommendations to the Legislature and consider such recommendations in all decisions related to enhancing responsible gambling and mitigating problem gambling. To further these ends, the Secretary of the Executive Office of Health and Human Services and the Commission entered into a second memorandum of understanding in August 2021, which addresses distributions from the Public Health Trust Fund and supports the Gaming Act's directives.

# KEY PROVISIONS OF THE MASSACHUSETTS SPORTS WAGERING ACT

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On August 10, 2022, then Governor Charlie Baker signed **Chapter 173 of the Acts of 2022, An Act to Regulate Sports Wagering**, which legalized sports betting in the Commonwealth of Massachusetts. The Massachusetts Gaming Commission was tasked with overseeing the promulgation of the state's sports wagering industry.

The Massachusetts Sports Wagering Act created three categories of sports wagering licensees: Category 1 for licensed casinos, Category 2 for racetracks and/or simulcast centers, and Category 3 for online mobile operators. The Commission is directed to determine eligibility for sports wagering licenses.

Licensed retail operators are taxed at 15% and online operators at 20% of their gross sports wagering revenue with these funds distributed to various state funds according to law.

An application period opened shortly after the law was signed and the Commission engaged in a robust and transparent evaluation, which included a public review of the applicants' sports wagering platforms and plans for responsible gaming, diversity, community engagement, vendor spending, company history, and other matters commissioners deemed necessary for evaluating the applicants.

Retail sports wagering launched at three casinos in Massachusetts on January 31, 2023, just under six months from the time the law was signed. Online/mobile wagering launched on March 10, 2023, exactly seven months from the date the law was signed.

# ABOUT THE COMMISSIONERS

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**Jordan Maynard (Interim Chair)\***

August 2022 – Current  
Joint Appointment – Governor,  
Attorney General, Treasurer,  
Legal and Policy Issues Related to Gaming



**Eileen O'Brien**

April 2018 – Current  
Attorney General's Appointee  
Criminal Investigations and Law Enforcement



**Brad Hill**

September 2021 – Current  
Joint Appointment – Governor,  
Attorney General, Treasurer, Gaming  
Regulatory or Gaming Industry Management



**Nakisha Skinner**

March 2022 – Current  
Treasurer's Appointee  
Corporate Finance and Securities



**Cathy Judd-Stein (Former Chair)\***

February 2019 – March 2024  
Governor's Appointee



**Paul Brodeur\***

October 2024 – Present  
Governor's Appointee

\*Chair Cathy Judd-Stein retired from state government in March 2024. Governor Maura Healey appointed Commissioner Jordan Maynard Interim Chair of the MGC upon Judd-Stein's retirement and subsequently named him Chair in October 2024. At the same time, Governor Healey also appointed Paul Brodeur to fill the vacant seat on the Commission.



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# RECOMMENDATIONS FOR LEGISLATIVE ACTION

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In FY24, the Massachusetts Gaming Commission performed a comprehensive review of existing statutes within its purview and submitted a letter to the Legislature with proposals to amend certain statutes to help ensure that the Commission is able to efficiently, fairly, and transparently execute its mandate while at the same time ensuring that it has a clear, modern, and flexible statutory base from which to regulate.

The Commission appreciates the Legislature's consideration of the outlined proposals and looks forward to continued work on these matters.

Of the proposals outlined in the letter, the Commission would like to highlight the following items as a top priority in the fiscal year to come.

## **ALIGN SPORTS WAGERING OVERSIGHT WITH GAMING OVERSIGHT**

- Amend G.L. c. 23K, 23N, and 128A to create a statutory exemption under the Massachusetts Public Records Law for records received by the Commission from its licensees that, in its discretion, are determined to contain trade secrets, competitively-sensitive or other proprietary information, the public disclosure of which would place the subject licensee at a competitive disadvantage (Rationale – It is difficult for the Commission to engage in robust oversight of the regulated entities in the sports wagering or racing space without being able to access certain sensitive information [e.g. – unaudited financial reports] that are otherwise not subject to an exemption to the public records law. While there is some ability to protect certain information from public disclosure on the casino gaming side, language more clearly outlining that authority would be beneficial.);
- Amend G.L. c. 23K, § 21(a)(7) to clarify the authority of the Commission to enter into agreements with gaming licensees and the types of materials that may be covered by such agreements (Rationale – Similar to the previous point, it is imperative that the Commission be afforded the ability to receive sensitive information from its licensees in order to ensure robust regulatory oversight. While there is some ability to do so at present, a clearer outline of such authority would be beneficial.);
- Amend G.L. c. 23N to allow the Commission and the Investigations and Enforcement Bureau (IEB) to obtain or provide pertinent information regarding applicants or licensees from or to law enforcement entities or sports wagering regulatory authorities and other domestic, federal or foreign jurisdictions, including the Federal Bureau of Investigation, and to transmit such information to each other electronically. See G.L. c. 23K, § 6(e) (Rationale – While this authority exists on the casino gaming side and is a beneficial tool allowing a cooperative and efficient approach across regulatory jurisdictions, no such authority exists in the context of sports wagering and may hinder the Commission's ability to secure information relative to its licensed entities or applicants.)

## **ENHANCED OPERATIONAL FLEXIBILITY**

- Amend G.L. c. 23K, § 61(b) to afford the Commission greater discretion to distribute funds in the Community Mitigation Funds for the overall enhancement of host, surrounding, and nearby communities to a gaming establishment (Rationale – At present, the Commission may only distribute monies from the Fund for the narrow purpose of assisting the host community and surrounding communities in offsetting costs related to the construction and operation of a gaming establishment. By broadening the scope for which funds may be distributed, greater benefit may be achieved in the communities in some way affected by the operation of a casino.)\*

\*The Commission is grateful for the collaborative discussions during the FY25 budget process and would like to thank the Legislature for maintaining the distribution to the Community Mitigation Fund after FY25.







# FY24 BY THE NUMBERS



\$1.18B

GROSS GAMING  
REVENUE



\$33.87M

GAMING TAX REVENUE TO  
THE COMMONWEALTH



\$235.8M

PARI-MUTUEL HANDLE



\$18.6M

RACE HORSE  
DEVELOPMENT FUND  
DISTRIBUTIONS



FY24

RESEARCH AND  
RESPONSIBLE GAMING

**1,741** individuals enrolled in  
Gaming VSE, **460** enrolled in Sports  
Wagering VSE and **52,731** enrolled  
in PlayMyWay.



\$3.9M

DEPARTMENT OF  
REVENUE INTERCEPTS

In FY24, IEB Gaming Agents helped  
to intercept these funds from  
unpaid taxes and child support  
payments, redistributed to the  
Department of Revenue.



\$584.17M

ADJUSTED GROSS SPORTS  
WAGERING REVENUE



\$116.69M

SPORTS WAGERING  
TAX REVENUE TO THE  
COMMONWEALTH



\$103.5M

CASINO GOODS/  
SERVICES SPEND WITH  
MA VENDORS



108

DAYS OF LIVE RACING



\$18M

COMMUNITY  
MITIGATION FUNDS

Since 2015, the MGC has awarded  
nearly **\$57M** in grants from the  
Community Mitigation Fund.



\$3.4M

MGC GOODS/SERVICES  
SPEND WITH SMALL  
BUSINESS (SBPP)



MGC  
WORKFORCE

DIVERSE

25%

WOMEN

48%



CASINO  
WORKFORCE\*

DIVERSE

55%

WOMEN

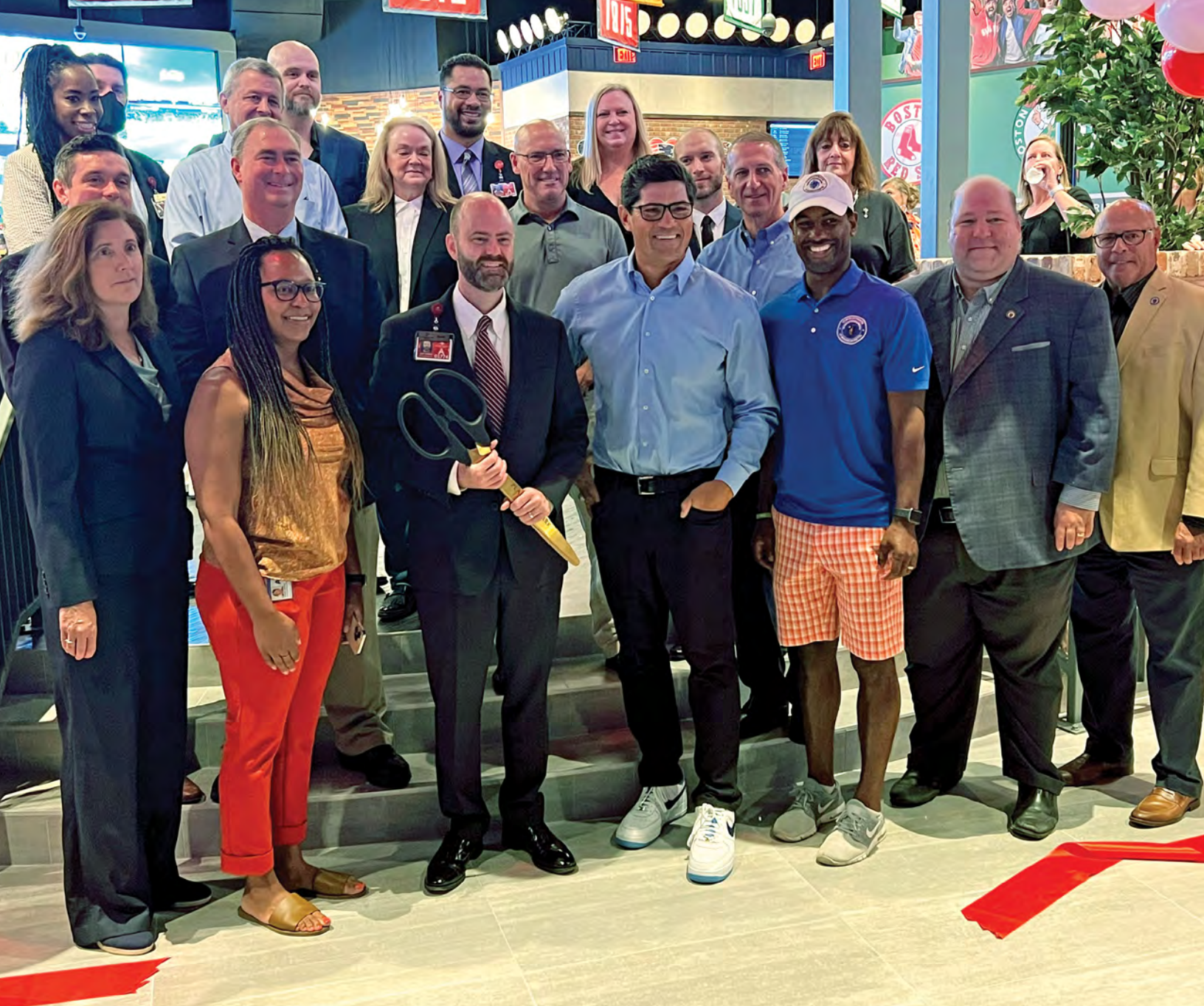
44%

VETERANS

4%

\*Represents FY24 data provided by UMass Donahue  
Institute (UMDI) for all Massachusetts employees.







# FY24 FINANCIAL REPORT

MGC's Division of Administration and Finance (A&F), led by the Chief Financial and Accounting Officer, is responsible for the strict oversight of casino, sports wagering and fantasy sports wagering revenues and the collection of taxes due to the Commonwealth from those operations. The taxes and assessments are the following:

## Casino Taxes on Gross Gaming Revenues:

- Category 2 licensee is 49%
- Category 1 licensees is 25%

## Sports Wagering Taxes on Adjusted Gross Sports Wagering Receipts:

- Category 1 licensee (in-person betting) 15%
- Category 2 licensee (in-person betting) 15%
- Category 3 licensee (tethered and untethered mobile betting) 20%

## Daily Fantasy Sports Taxes on Adjusted Gross Fantasy Wagering Receipts:

- 15% (Daily Fantasy Sports is regulated by the Massachusetts Attorney General's Office)

The Division is also in charge of completing all financial transactions and coordinating with other functional areas to complete administrative functions including, but not limited to, accounting, budgeting, contracting, and revenue collection.

## CASINO GAMING REVENUES AND TAX COLLECTIONS

MGM Springfield reported \$270.6M in gross gaming revenue, which generated \$67.65M in taxes for the Commonwealth. Encore Boston Harbor reported \$750.27M in gross gaming revenue, which generated \$187.56M in taxes. The total of taxes for Category 1 licensees amounted to \$255.21M.

In its seventh year of operation, the Category 2 licensee, Plainridge Park Casino, reported \$160.52M in gross gaming revenues, which generated \$64.2M in tax dollars to local aid and \$14.45M in assessments to the Race Horse Development Fund for a total of \$78.65M in taxes.

**Combined, gaming licensees generated \$1.18 billion in gross gaming revenue (GGR) and contributed \$333.87M to the Commonwealth for FY2024.**

Below are charts by month by licensee, also posted to the Commission's [website](#).



## PLAINRIDGE PARK CASINO

Month	Coin In	Slot GGR	Hold %	Payout %	Total in Collected State Taxes (40%)	Total in Collected Race Horse Dev Fund (9%)	Total in Collected State Taxes and RHDF (49%)
July 2023	\$198,909,650.69	\$13,851,914.27	6.96%	93.04%	\$5,540,765.71	\$1,246,672.28	\$6,787,437.99
August 2023	\$182,112,846.35	\$13,079,840.00	7.18%	92.82%	\$5,231,936.00	\$1,177,185.60	\$6,409,121.60
September 2023	\$185,430,377.55	\$13,125,723.80	7.08%	92.92%	\$5,250,289.52	\$1,181,315.14	\$6,431,604.66
October 2023	\$184,828,139.42	\$12,768,619.84	6.91%	93.09%	\$5,107,447.94	\$1,149,175.79	\$6,256,623.72
November 2023	\$169,486,406.91	\$11,600,410.06	6.84%	93.16%	\$4,640,164.02	\$1,044,036.91	\$5,684,200.93
December 2023	\$185,436,354.58	\$13,598,675.31	7.33%	92.67%	\$5,439,470.12	\$1,223,880.78	\$6,663,350.90
January 2024	\$170,564,788.18	\$11,884,081.94	6.97%	93.03%	\$4,753,632.78	\$1,069,567.37	\$5,823,200.15
February 2024	\$182,614,470.34	\$13,186,169.52	7.22%	92.78%	\$5,274,467.81	\$1,186,755.26	\$6,461,223.06
March 2024	\$211,112,728.59	\$15,408,139.97	7.30%	92.70%	\$6,163,255.99	\$1,386,732.60	\$7,549,988.59
April 2024	\$192,522,693.10	\$13,837,470.78	7.19%	92.81%	\$5,534,988.31	\$1,245,372.37	\$6,780,360.68
May 2024	\$204,880,946.35	\$14,390,836.53	7.02%	92.98%	\$5,756,334.61	\$1,295,175.29	\$7,051,509.90
June 2024	\$188,943,517.53	\$13,787,078.56	7.30%	92.70%	\$5,514,831.42	\$1,240,837.07	\$6,755,668.49
<b>TOTAL</b>	<b>\$2,256,842,919.59</b>	<b>\$160,518,960.58</b>	<b>N/A</b>	<b>N/A</b>	<b>\$64,207,584.23</b>	<b>\$14,446,706.45</b>	<b>\$78,654,290.68</b>

## MGM SPRINGFIELD CASINO

Month	Coin In	Slot GGR	Slot Hold %	Slot Payout %	Table GGR	Total Slot and Table GGR	Total (25%) in Collected State Taxes
July 2023	\$212,736,019.22	\$18,841,354.15	8.86%	91.14%	\$4,673,180.72	\$23,514,534.87	\$5,878,633.72
August 2023	\$210,703,597.44	\$18,470,471.00	8.77%	91.23%	\$5,054,828.32	\$23,525,299.32	\$5,881,324.83
September 2023	\$185,970,406.30	\$16,227,939.28	8.73%	91.27%	\$4,635,669.30	\$20,863,608.58	\$5,215,902.15
October 2023	\$194,975,351.01	\$17,166,898.20	8.80%	91.20%	\$4,368,050.32	\$21,534,948.52	\$5,383,737.13
November 2023	\$189,332,327.93	\$17,273,209.35	9.12%	90.88%	\$4,221,969.02	\$21,495,178.37	\$5,373,794.59
December 2023	\$208,379,398.05	\$18,962,972.00	9.10%	90.90%	\$4,647,307.58	\$23,610,279.58	\$5,902,569.90
January 2024	\$182,502,168.18	\$16,147,067.76	8.85%	91.15%	\$4,560,237.15	\$20,707,304.91	\$5,176,826.23
February 2024	\$199,483,705.57	\$18,328,974.37	9.19%	90.81%	\$4,648,261.08	\$22,977,235.45	\$5,744,308.86
March 2024	\$223,504,322.71	\$20,460,422.55	9.15%	90.85%	\$4,788,222.85	\$25,248,645.40	\$6,312,161.35
April 2024	\$203,657,025.07	\$18,079,969.99	8.88%	91.12%	\$4,691,281.60	\$22,771,251.59	\$5,692,812.90
May 2024	\$210,968,924.22	\$18,567,660.84	8.80%	91.20%	\$3,855,033.06	\$22,422,693.90	\$5,605,673.48
June 2024	\$204,209,870.26	\$17,492,215.95	8.57%	91.43%	\$4,432,278.38	\$21,924,494.33	\$5,481,123.58
<b>TOTAL</b>	<b>\$2,426,423,115.96</b>	<b>\$216,019,155.44</b>	<b>N/A</b>	<b>N/A</b>	<b>\$54,576,319.38</b>	<b>\$270,595,474.82</b>	<b>\$67,648,868.71</b>

## ENCORE BOSTON HARBOR CASINO

Month	Coin In	Slot GGR	Slot Hold %	Slot Payout %	Table GGR	Total Slot and Table GGR	Total (25%) in Collected State Taxes
July 2023	\$435,299,948.42	\$34,782,973.62	7.99%	92.01%	\$26,493,193.26	\$61,276,166.88	\$15,319,041.72
August 2023	\$433,168,247.59	\$35,958,648.87	8.30%	91.70%	\$25,361,672.67	\$61,320,321.54	\$15,330,080.39
September 2023	\$409,293,424.36	\$33,429,867.35	8.17%	91.83%	\$26,390,983.12	\$59,820,850.47	\$14,955,212.62
October 2023	\$414,301,251.35	\$34,218,885.28	8.26%	91.74%	\$28,148,049.50	\$62,366,934.78	\$15,591,733.70
November 2023	\$407,567,897.99	\$33,574,238.87	8.24%	91.76%	\$27,857,045.17	\$61,431,284.04	\$15,357,821.01
December 2023	\$442,084,773.70	\$36,163,279.80	8.18%	91.82%	\$29,663,162.99	\$65,826,442.79	\$16,456,610.70
January 2024	\$423,491,703.66	\$32,881,524.87	7.76%	92.24%	\$28,067,706.18	\$60,949,231.05	\$15,237,307.76
February 2024	\$446,299,428.79	\$34,813,949.42	7.80%	92.20%	\$29,591,317.19	\$64,405,266.61	\$16,101,316.65
March 2024	\$475,228,321.81	\$36,273,416.54	7.63%	92.37%	\$34,144,169.85	\$70,417,586.39	\$17,604,396.60
April 2024	\$445,886,325.07	\$33,972,239.35	7.62%	92.38%	\$26,917,685.88	\$60,889,925.23	\$15,222,481.31
May 2024	\$458,832,416.16	\$35,779,120.75	7.80%	92.20%	\$25,396,391.15	\$61,175,511.90	\$15,293,877.98
June 2024	\$456,858,828.47	\$34,908,950.54	7.64%	92.36%	\$25,463,803.93	\$60,372,754.47	\$15,093,188.62
<b>TOTAL</b>	<b>\$5,248,312,567.37</b>	<b>\$416,757,095.26</b>	<b>N/A</b>	<b>N/A</b>	<b>\$333,495,180.89</b>	<b>\$750,252,276.15</b>	<b>\$187,563,069.04</b>

## SPORTS WAGERING REVENUES AND TAX COLLECTIONS

Sports Wagering was legalized in the Commonwealth in August of 2022. The Commission authorized in person betting to begin in late January of 2023. For Fiscal Year 2024 numbers reported for in person sportsbooks reflect July of 2023 through June of 2024. In its first full year of operation in Sports Wagering, Plainridge Park Casino's sportsbook reported \$2.77M in Adjusted Gross Sports Wagering Receipts (AGSWR) resulting in \$416.36K in taxes for the Commonwealth. MGM's sportsbook reported \$1.15M in AGSWR resulting in \$172.48K in taxes for FY24. Encore Boston Harbor's sportsbook reported \$3.78M in AGSWR resulting in \$566.7K in taxes.

Mobile sports wagering was authorized by the Commission to begin in March of 2023. Numbers reported below reflect the time period of July of 2023 through June of 2024. Category three operators (mobile sports wagering operators) generated \$581.39M in AGSWR which resulted in \$116.28M in taxes to the Commonwealth.

Daily Fantasy Sports Wagering (DFS) was legalized in the Commonwealth in August of 2022. Taxes on DFS started accumulating on the date of the passage of the legislation. While the Commission is not responsible for regulation DFS, it is responsible for tax collections. For the period of July of 2023 through June of 2024 DFS operators generated \$24.74M in AGFWR generating \$3.73M in taxes for the Commonwealth.

**Combined, sports wagering licensees generated \$584.17 million in adjusted gross wagering revenues and contributed \$116.69M to the Commonwealth for FY2024.**



## SPORTS WAGERING TAX REVENUE ALL – CATEGORY 1

Month	Monthly Ticket Write	Monthly Handle (Tickets Settled)	Monthly Win (Accrual Basis)	Monthly Hold %	Fed Excise .25% of Ticket Write	Taxable AGSWR (Mo. Win – Excise)	Retail Tax Collected Rate of 15%
July 2023	\$6,915,551.62	\$6,805,369.95	\$593,123.64	8.72%	\$15,540.06	\$503,270.91	\$75,490.84
August 2023	\$8,098,807.76	\$7,677,546.27	\$225,239.87	2.93%	\$7,250.94	\$150,773.13	\$22,615.97
September 2023	\$12,781,028.29	\$12,429,636.81	\$814,331.55	6.55%	\$31,314.16	\$637,100.22	\$95,564.74
October 2023	\$15,612,040.38	\$16,038,535.25	\$1,019,158.25	6.35%	\$39,829.27	\$979,328.98	\$146,899.30
November 2023	\$17,671,599.67	\$17,667,706.68	\$414,509.86	2.35%	\$44,320.37	\$370,189.49	\$55,528.43
December 2023	\$15,532,210.36	\$15,537,187.67	\$1,332,029.51	8.57%	\$38,619.60	\$1,293,409.91	\$194,011.83
January 2024	\$13,324,380.14	\$13,762,519.62	\$1,242,154.75	9.03%	\$34,442.31	\$1,207,713.44	\$181,156.61
February 2024	\$11,945,805.81	\$12,214,975.62	\$753,512.65	6.17%	\$30,288.86	\$723,223.79	\$108,483.56
March 2024	\$13,009,113.76	\$12,681,967.77	\$763,704.20	6.02%	\$31,855.46	\$731,821.35	\$109,772.80
April 2024	\$11,638,257.63	\$11,738,285.55	\$310,531.14	2.65%	\$24,489.26	\$286,040.88	\$42,906.23
May 2024	\$10,112,473.99	\$10,205,353.07	\$697,118.48	6.83%	\$22,663.67	\$674,454.81	\$101,167.92
June 2024	\$8,479,829.47	\$8,641,163.75	\$181,061.78	2.10%	\$11,640.82	\$146,564.81	\$21,985.00
<b>TOTAL</b>	<b>\$145,121,098.88</b>	<b>\$145,400,248.01</b>	<b>\$8,346,475.68</b>	<b>N/A</b>	<b>\$332,254.78</b>	<b>\$7,703,891.72</b>	<b>\$1,155,583.23</b>

## SPORTS WAGERING TAX REVENUE ALL – CATEGORY 3

Month	Monthly Ticket Write	Monthly Handle (Tickets Settled)	Monthly Win (Accrual Basis)	Monthly Hold %	Fed Excise .25% of Ticket Write	Taxable AGSWR (Mo. Win – Excise)	Retail Tax Collected Rate of 20%
July 2023	\$289,725,330.80	\$288,661,032.82	\$29,539,580.52	10.23%	\$706,693.95	\$28,832,914.14	\$5,766,582.83
August 2023	\$312,637,536.59	\$307,246,295.33	\$23,308,229.16	7.59%	\$757,071.20	\$22,551,157.96	\$4,510,231.58
September 2023	\$507,011,880.30	\$501,748,033.95	\$50,219,306.10	10.01%	\$1,203,943.76	\$49,015,362.34	\$9,803,072.92
October 2023	\$551,545,487.16	\$554,989,044.45	\$59,697,141.92	10.76%	\$1,342,682.05	\$58,353,536.21	\$11,670,707.26
November 2023	\$637,185,313.88	\$636,767,865.67	\$50,133,559.12	7.87%	\$1,559,822.22	\$48,573,737.40	\$9,714,747.38
December 2023	\$640,446,526.02	\$639,982,365.13	\$60,829,888.67	9.50%	\$1,573,143.35	\$59,256,745.32	\$11,851,349.05
January 2024	\$636,955,541.67	\$637,984,749.60	\$71,476,085.84	11.20%	\$1,553,004.42	\$69,923,081.42	\$13,984,616.26
February 2024	\$526,893,659.31	\$530,265,700.17	\$53,107,073.09	10.02%	\$1,280,144.90	\$52,032,535.54	\$10,406,507.11
March 2024	\$645,731,300.82	\$642,251,299.03	\$47,076,443.75	7.33%	\$1,582,378.25	\$45,494,038.50	\$9,098,813.10
April 2024	\$590,093,819.84	\$591,515,465.58	\$50,820,742.55	8.59%	\$1,442,360.83	\$49,378,318.72	\$9,875,676.34
May 2024	\$577,321,003.49	\$577,057,349.77	\$58,328,872.81	10.11%	\$1,408,807.70	\$56,920,065.11	\$11,384,013.02
June 2024	\$496,885,260.73	\$500,715,365.47	\$42,259,915.38	8.44%	\$1,212,080.59	\$41,066,422.59	\$8,213,284.51
<b>TOTAL</b>	<b>\$6,412,432,660.61</b>	<b>\$6,409,184,566.97</b>	<b>\$596,796,838.91</b>	<b>9.31%</b>	<b>\$15,622,133.22</b>	<b>\$581,397,915.25</b>	<b>\$116,279,601.36</b>

## TOTAL FANTASY SPORTS WAGERING TAX REVENUE

Month	Gross Fantasy Wagering Receipts	Adjusted Gross Fantasy Wagering Receipts	Prior Month Adjusted Neg Carry Forward	Net Adjusted Gross Fantasy Receipts	Total (15%) in Collected State Taxes	Net Adjusted Gross Fantasy Without Negative Totals. Actual Amount Taxed
July 2023	\$16,086,294.60	\$1,038,356.69	\$(49,525.75)	\$1,045,486.76	\$161,643.79	\$1,077,625.34
August 2023	\$11,534,639.28	\$942,431.51	\$(85,157.18)	\$881,281.73	\$136,605.87	\$910,705.00
September 2023	\$16,797,732.21	\$1,920,968.84	\$(59,786.15)	\$1,889,834.53	\$286,272.74	\$1,908,527.53
October 2023	\$27,351,785.41	\$2,646,458.58	\$(49,799.84)	\$2,641,595.66	\$396,545.84	\$2,643,635.66
November 2023	\$23,784,742.87	\$2,993,415.43	\$(46,941.52)	\$3,016,100.90	\$452,435.43	\$3,016,239.59
December 2023	\$26,519,982.10	\$3,122,249.75	\$(54,256.60)	\$3,180,674.38	\$477,137.10	\$3,180,913.25
January 2024	\$24,827,073.31	\$3,436,889.34	\$(134,496.20)	\$3,465,633.07	\$519,848.00	\$3,465,654.02
February 2024	\$15,123,577.49	\$2,066,710.43	\$(163,260.88)	\$2,074,689.09	\$311,142.45	\$2,074,268.01
March 2024	\$13,137,372.55	\$1,533,960.34	\$(170,833.58)	\$1,567,059.23	\$235,058.83	\$1,567,058.93
April 2024	\$12,255,711.27	\$1,729,303.42	\$(189,793.23)	\$1,737,933.04	\$260,689.71	\$1,737,933.04
May 2024	\$11,179,676.27	\$1,555,824.45	\$(193,529.75)	\$1,558,339.76	\$233,751.03	\$1,558,339.76
June 2024	\$10,431,276.32	\$1,750,306.98	\$(196,997.75)	\$1,774,798.39	\$266,219.91	\$1,774,798.39
<b>TOTAL</b>	<b>\$209,029,863.68</b>	<b>\$24,736,875.76</b>	<b>\$(1,394,378.43)</b>	<b>\$24,833,426.54</b>	<b>\$3,737,350.70</b>	<b>\$24,915,698.52</b>

The Commission approved an FY24 budget for the Gaming Control fund of \$37.87M, requiring a \$32.23M assessment on licensees. The Gaming Control Fund's final spending for FY24 was \$37.5M, which was \$367.7K (0.97%) less than the approved budget. The Gaming Control Fund's final revenue for FY24 was \$38.46M. The net impact of spending under budget, revenue exceeding projections, and reimbursements for FY24 invoices for the independent monitor received in FY25 resulted in a \$1.26M FY24 surplus in the Gaming Control Fund. The surplus will be credited to licensees' FY25 assessments.

The Sports Wagering Control fund was estimated to spend \$10.15M, requiring a \$5.77M assessment on licensees. Final spending for the fund in FY24 was \$8.00M, which was \$2.15M (21.15%) less than the approved budget. The Sports Wagering Control Fund's final revenue for FY24 was \$10.75M. The net impact of spending under budget, revenue exceeding projections, and carryforward of suitability investigation deposits resulted in a \$2.24M FY24 surplus in the fund. The surplus will be credited to sports wagering licensees' FY25 assessments.





# FY24 DIVISION REPORTS

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## SPORTS WAGERING

In FY24, the SW division onboarded a new operator, handled nearly 450 patron inquiries, processed nearly 300 compliance reviews, and responded to 180+ requests or inquiries from Operators.

### Sports Wagering Division

In FY24, MGC's Sports Wagering (SW) division expanded to support the Operators<sup>1</sup>, and 914 monitored incidents including over 450 patron disputes, and nearly 300 compliance reviews. The team now includes the division chief, an operations manager, a business manager, four compliance officers, a project coordinator and an administrative assistant. The division is tasked with oversight of the sports wagering operators' compliance with the regulations developed in relation to Ch. 23N, monitoring and assessing the required reporting, constructive communications with the operators, and collaborative initiatives across the many existing MGC divisions and departments which sports wagering intersects with. In FY24, we also began working with the new fraud division of the Gaming Enforcement.

The team's primary focus for this period was on process development, policy and regulation review and reporting enhancement. The SW division also performed comprehensive compliance reviews of marketing, KBA (knowledge-based authentication) processes, reporting and play management.

### Sports Wagering Operations Certificates

In FY24, the SW division granted one new Certificate of Operations for Sports Wagering to BallyBet. Below is a list of licensed sports wagering Operators in MA, and their current status.

#### **Category 1 Operators are fully licensed in Massachusetts (5-year licenses)**

Encore Boston Harbor Sportsbook

MGM Springfield Sportsbook

Plainridge Park Sportsbook

#### **Category 3 Operators are working under temporary licenses in Massachusetts<sup>2</sup>**

##### *Tethered (entity)*

BetMGM, LLC (MGM)

American Wagering, Inc. d/b/a Caesars Sportsbook (EBH)

Penn Sports Interactive, LLC d/b/a ESPNBET (PPC)

FBG Enterprises Opco, LLC d/b/a Fanatics (PPC)

##### *Untethered*

Bally's Interactive, LLC d/b/a BallyBet

Crown MA Gaming, LLC d/b/a DraftKings

Betfair Interactive US, LLC d/b/a FanDuel

#### **Ceased Operations in Massachusetts during FY24**

Betr Holdings, Inc. d/b/a Betr

WSI US, LLC d/b/a WynnBET (EBH)

No Category 2 licenses were granted in FY24.

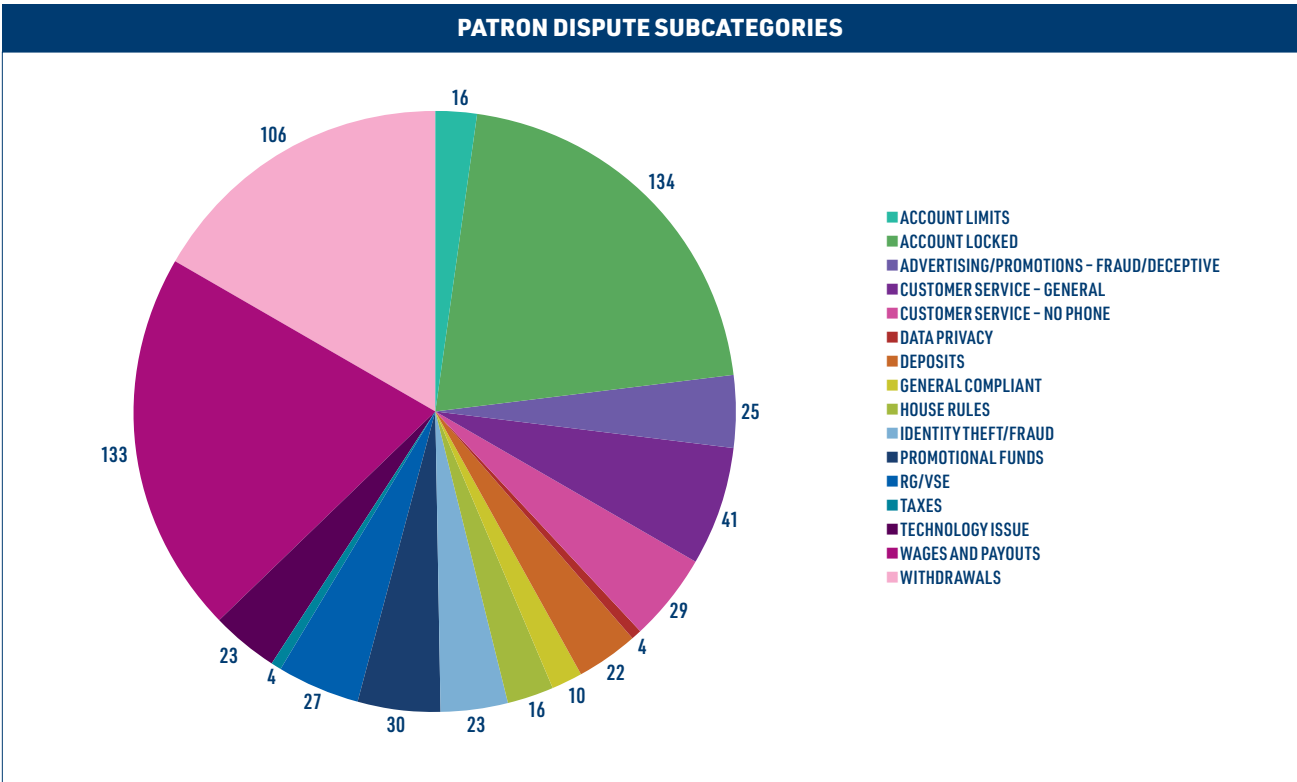
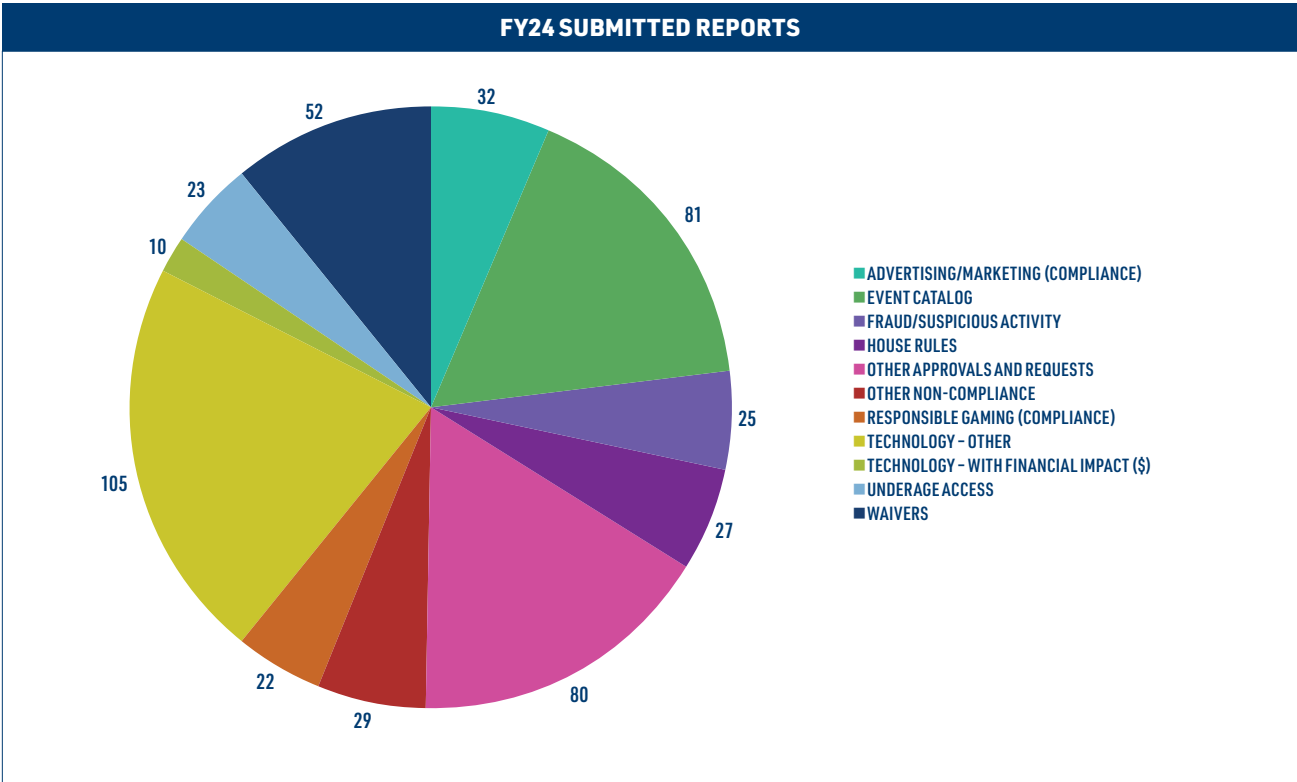
<sup>1</sup>During this period, the Sports Wagering Division supported between nine and eleven operators, with two Sports Wagering licensees ceasing operations in Massachusetts, and a new operator preparing for launch.

<sup>2</sup>Durable suitability to result in full licensure ongoing.

Sports Wagering Compliance

In FY24, the SW division onboarded a new operator, and handled 914 issues and compliance incidents. Of those, nearly 450 were patron inquiries, nearly 300 were compliance reviews, and the team responded to more than 180 requests, waivers, house rules/internal controls revisions or other inquiries.

The charts below categorizes some of the types of issues/incidents the SW division reviewed or addressed:



### Department of Revenue Intercepts

Funds collected by the DOR from sports wagering winnings for July 1, 2023, to June 30, 2024 totaled \$227,372.05.

Tax intercepts – \$136,749.28

Child Support Services intercepts – \$90,622.77

### First Year At A Glance

After the first year of full operations, the division compiled and released a [“First Year at Glance”](#) overview which included data from January 31, 2023 through March 10, 2024.

## COMMUNITY AFFAIRS

The Community Mitigation Fund receives monies from the taxes on gross gaming revenues and is designed to address impacts that result from the construction and operation of casinos. It may also be used for planning to determine how to achieve further benefits from a facility.

The Division of Community Affairs reviews requests for mitigation dollars and makes recommendations to the Commission on the award of grants from the Community Mitigation Fund. These recommendations are developed through an intensive process involving analysis by many MGC staff members.

During Fiscal Year 2024 the Community Affairs Division made major modification the **Community Mitigation Fund** program to improve the utilization of the funds. The modifications resulted in the development of the Municipal Block Grant Program and the Regional Agency Grant Program. The modifications included: enhanced guidance on the identification of casino-related impacts and the selection of mitigation projects; the development of a grant distribution formula to equitably distribute funds to eligible communities; and the development of guidance for the new Regional Agency Grant Program.

The Municipal Block Grant Program provided funds for eligible municipalities to mitigate casino-related impacts in the areas of public safety, community planning, transportation, and gambling harm reduction. The Regional Agency Grant Program funded projects to be carried out by regional agencies in the areas of workforce development, public safety, and regional planning.

**In 2024, the Commission awarded \$18.3 million for the following community mitigation projects.**

### Region A – Municipal and Regional Grants

<b>Everett</b>	<b>\$2,403,400</b> AWARD
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Everett Square Pedestrian and Transit Improvements; Broadway Corridor Upgrades; Lower Mystic TMA Support; Everett Police late night patrols, Hardware & Software Upgrades, Active Shooter training; and Fire Boat Personnel Training.

<b>Boston</b>	<b>\$2,322,200</b> AWARD
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Boston Police Department Public Safety Strategy; Lost Village Traffic and Safety Improvements; Charlestown Safety Improvements; Sullivan/Rutherford Redesign; and Youth Gambling Harm Reduction.

<b>Cambridge</b>	<b>\$527,800</b> AWARD
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Commercial District Marketing Campaign; Electric Bluebikes; Traffic Study Encore Patrons; Traffic Signal Equipment and Improvements; and High Visibility Traffic Enforcement.

<b>Chelsea</b>	<b>\$957,300</b> AWARD
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Discovery Chelsea Marketing Campaign; Marginal Street Corridor Study; Police Overtime and Sign Boards; and Gambling Harm Reduction Pilot Program.

<b>Lynn</b>	<b>\$200,000</b> AWARD
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Installation of 30 cameras in high incident areas.

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<b>Malden</b>	<b>\$881,600</b> AWARD
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Broadway 25% Design; Main Street Signal and Detection Improvements; Broadway Pedestrian Signals and Detection Improvements; Main/Wigglesworth/Judson Pedestrian high visibility crosswalk; Citywide Traffic Signal Timing Inventory; Traffic Calming Devices; and Police Training.

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<b>Medford</b>	<b>\$1,027,300</b> AWARD
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Medford Square Wayfinding Study; Wellington Transformation Study; Salem Street Road Safety Study; Salem Street Pedestrian Safety Improvements; Fire Department EV Safety Equipment and Training; Police Training; Casino Gaming Impacts on Young Adult Study; Chevalier Theatre Digital Signage and LED Ceiling Light Conversion.

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<b>Melrose</b>	<b>\$65,500</b> AWARD
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Pop Up Shopping Experience; Automatic External Defibrillators (AED) purchase; Youth and Adult Gambling Harm Reduction; and Council on Aging Programing Initiative.

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<b>Revere</b>	<b>\$620,500</b> AWARD
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Revere History Museum Strategic Plan; EMT Training; Revere Beach Connector Multi-use Path; Program to Reduce Harmful Effects of Problematic Gambling; and Vehicular Extraction Equipment.

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<b>Saugus</b>	<b>\$90,000</b> AWARD
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Riverwalk Economic Development Opportunities Study; Targeted Marketing Campaign to Attract Visitors; and speed/ message boards for Traffic Enforcement and Education.

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<b>Somerville</b>	<b>\$959,500</b> AWARD
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Transit Pass Pilot Program for employees of small hospitality businesses; Traffic Signal Pre-emption for Emergency Services; and construction of Middlesex Ave./Mystic Ave. Intersection Project.

## Category 2 – Region A

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<b>Plainville (Host)</b>	<b>\$153,300</b> AWARD
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Police Traffic Monitoring Devices and Smart Flares; and Regional Destination Marketing Initiative.

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<b>Foxborough</b>	<b>\$64,500</b> AWARD
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Regional Destination Marketing Initiative expanded implementation.

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<b>Mansfield</b>	<b>\$54,200</b> AWARD
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Hotel Patrol Overtime for supplemental police patrols.

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<b>Wrentham</b>	<b>\$76,800</b> AWARD
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Regional Destination Marketing Initiative; and Police De-escalation and Use of Force Training.

## Regional Grants

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<b>MA Attorney General</b>	<b>\$249,100</b> AWARD
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Supplemental resources addressing Casino-linked Domestic Violence in Massachusetts.

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<b>MassHire Metro North Workforce Boards</b>	<b>\$750,000</b> AWARD
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Metro Boston Regional Hospitality Consortium workforce development program.

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<b>Metropolitan Area Planning Council (MAPC)</b>	<b>\$250,000</b> AWARD
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Chelsea to Everett Greenway Connector; Regional Marketing and Tourism Initiative for Arts and Culture Entertainment Venues transition to using digital regional marketing tools; and Small Business Resiliency and Growth Supports Plan.



<b>Southeastern Regional Planning &amp; Economic Development District (SRPEDD)</b>	<b>\$234,000</b> AWARD
Development of an Arts and Culture Tourism Plan.	

<b>Suffolk County District Attorney's Office</b>	<b>\$106,900</b> AWARD
Suffolk County District Attorney hardware and software for Human Trafficking prevention.	

#### Region B – Municipal and Regional Grants

<b>Chicopee</b>	<b>\$341,100</b> AWARD
Police Virtual Training Program; Continuation of Center Streetscapes; and reactivation of ValleyBike Bikeshare 3 stations.	

<b>East Longmeadow</b>	<b>\$292,725</b> AWARD
Parcel Inventory for Center Town District; Road Safety Audit; Pedestrian Crossing Beacons; Sidewalk Design; Radar Speed Signs; install 4 Traffic Cameras; and training on Mutual Aid Fire Pre-plan.	

<b>Holyoke</b>	<b>\$219,500</b> AWARD
Race Street Lot Activation; ExploreHolyoke.com web development; Special Event MGM Shuttle Service; Event and Marketing Support; Greater Springfield Visitor's Bureau Membership Package; ValleyBike Bikeshare costs; designing and installing Lighting Features; and Harm Reduction Survey.	

<b>Ludlow</b>	<b>\$244,900</b> AWARD
Marketing Plans; Fire Extrication Tools; Public Safety equipment and upgraded crosswalks.	

<b>Northampton</b>	<b>\$75,000</b> AWARD
Funding to cover a portion of the ValleyBike Bike Share operational costs.	

<b>Springfield</b>	<b>\$2,864,800</b> AWARD
Main St. Wayfinding and Signage; Connectivity & Public Realm; Mixed Use Parking Project; Police equipment, and training; Fire Department Extrication Tools; and Young Adult Gambling Project.	

<b>West Springfield</b>	<b>\$299,800</b> AWARD
Police, Fire/EMS, and Dispatch Support; Fire Department Training; Police Department overtime for additional traffic patrols; Police Department Crisis Intervention and Force and De-escalation Tactics Training; and Radar Message Sign.	

<b>Wilbraham</b>	<b>\$309,100</b> AWARD
Road Safety Equipment; and Springfield and Stony Street Intersection remediation.	

#### Regional Grants

<b>Hampden County District Attorney</b>	<b>\$75,000</b> AWARD
Personnel Costs to ease the financial burden imposed by casino-related matters.	

<b>Hampden County Sheriff</b>	<b>\$400,000</b> AWARD
Lease Assistance Funding to offset increase in rent.	

<b>Holyoke Community College</b>	<b>\$448,750</b> AWARD
Continuation of the HCC Line Cook and Hotel Training and Springfield Public Schools Ahead of the Game.	

**Pioneer Valley Planning Commission****\$98,400** AWARD

BIPOC and Women-owned Micro and Small Business Study to gain greater understanding of how best to enhance business capacity.

**Springfield Technical Community College****\$301,250** AWARD

**WorkReady 2024** – Funding for the Hampden Prep Program, which provides high-impact computer & digital literacy training and job readiness skills with ESOL support; HiSET/GED test preparation; contextualized ESOL for hospitality/customer service; and hospitality industry related certifications.

For additional details please see the Community Mitigation Fund on the MGC website at: <https://massgaming.com/about/community-mitigation-fund/>.

**HUMAN RESOURCES****Agency Headcount & Diversity**

The chart below represents the recent and current headcount by department. The numbers below do not include Massachusetts State Police (MSP) assigned to the Commission, Special Employees or FTE's in the Attorney General's office of Gaming.

AGENCY HEADCOUNT		
Department	FY23	FY24
Commissioners & Staff	7	7
Communications	2	2
Executive Director	2	2
Finance	8	8
Information Technology Services	12	18
Human Resources & DEI	5	5
Legal	5	6
Community Affairs	3	3
Investigations & Enforcement Bureau	56	59
Sports Wagering	3	9
Racing	3	3
Responsible Gaming	3	3

The chart above is representative of Full-time Employees and does not reflect the agency headcount of Special Employees.

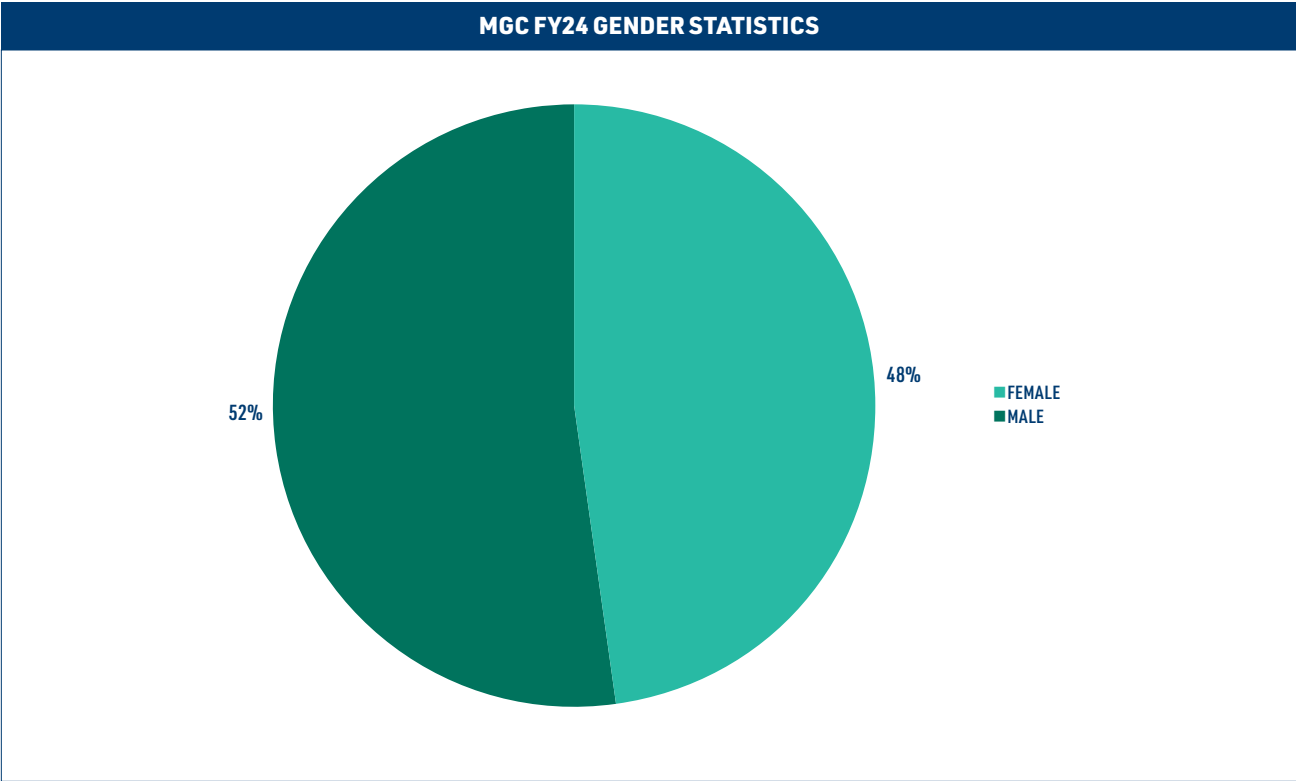
SPECIAL EMPLOYEE HEADCOUNT		
Department	FY23	FY24
Commissioners & Staff	0	1
Communications	0	0
Executive Director	0	0
Finance	0	2
Information Technology Services	2	1

SPECIAL EMPLOYEE HEADCOUNT

Department	FY23	FY24
Human Resources & DEI	3	3
Legal	0	0
Community Affairs	0	0
Investigations & Enforcement Bureau	4	4
Sports Wagering	0	0
Racing	18	20
Responsible Gaming	0	0

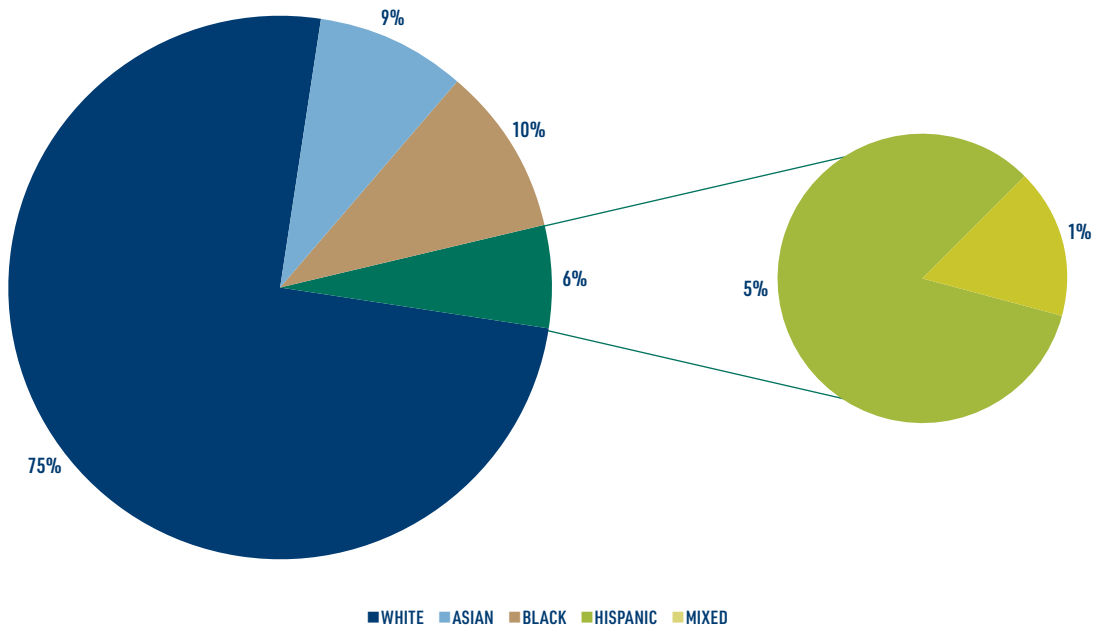
The chart above reflects the agency headcount for Special Employees who are Seasonal, Part-time, Interns, or Contract Employees.

The accompanying chart provides a detailed analysis of the MGC’s workforce diversity, showcasing demographic data by gender and race.





### MGC FY24 ETHNIC DIVERSITY STATISTICS

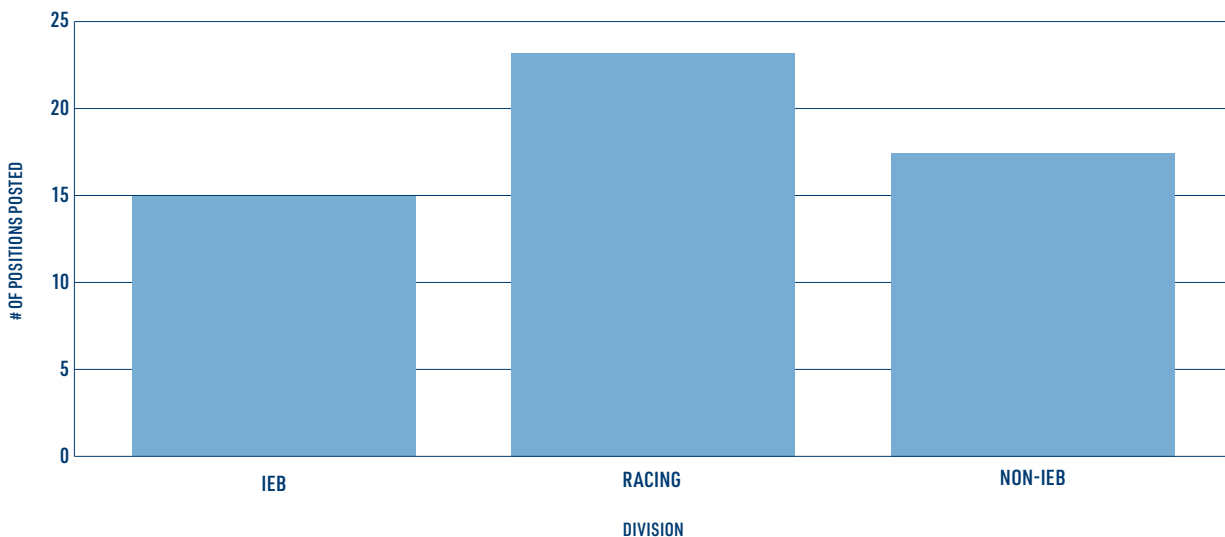


### Agency Recruitment Data

Recruitment strategies at the Commission evolved in 2023 to align with emerging talent trends. The Commission actively engaged in targeted recruitment efforts with the assistance of the HR Business Partner and DEI & HR Sr. Program Manager at the Direction of the Chief People & Diversity Officer which included participation in military recruitment events and leveraging diversity job boards. This is in alignment with MGC's commitment to diversity through its Core Values.

The chart below represents the recruitment data for the Commission for the hiring time frame of July 1, 2023 – June 30, 2024

### MGC FY24 POSITIONS POSTED

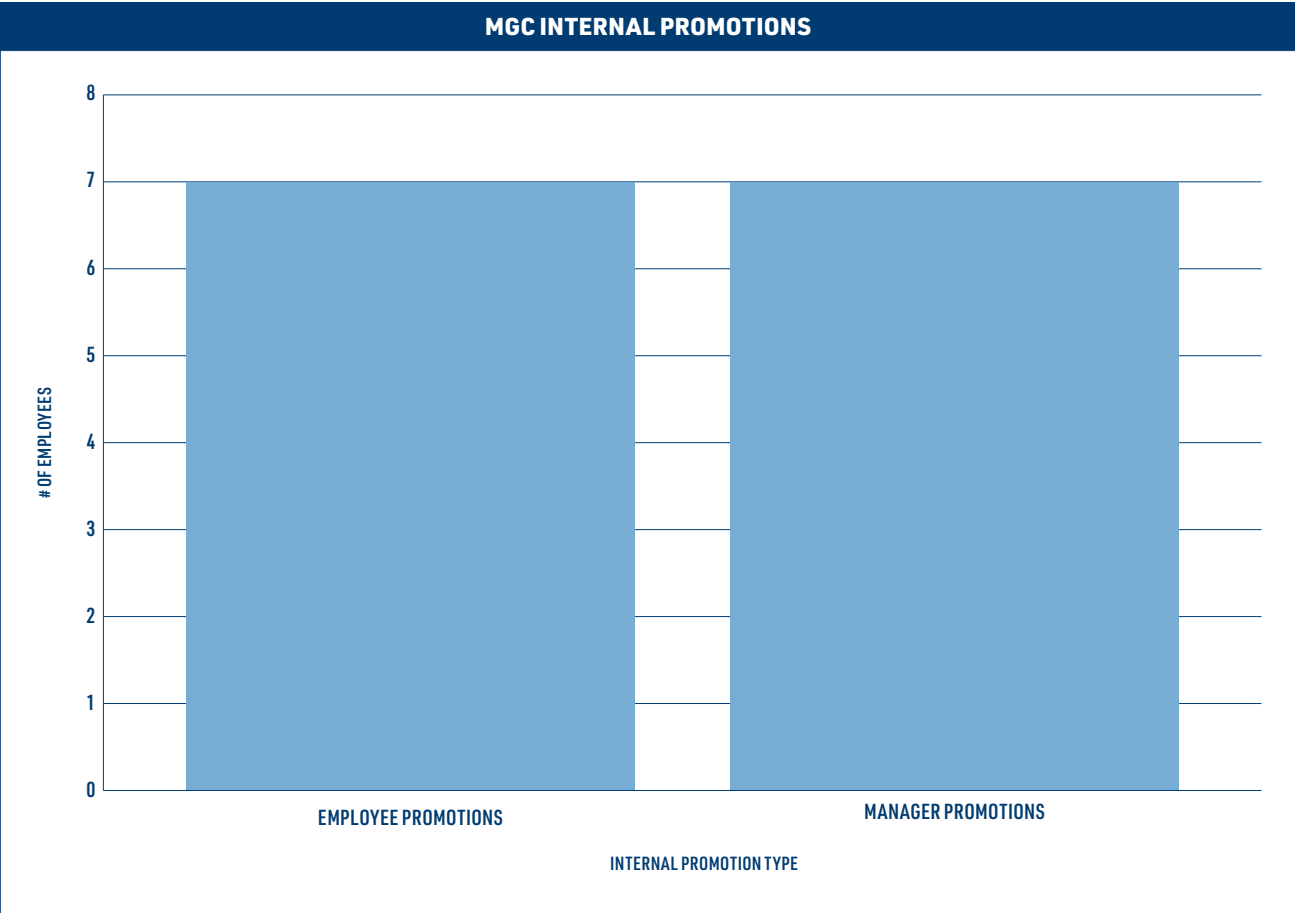


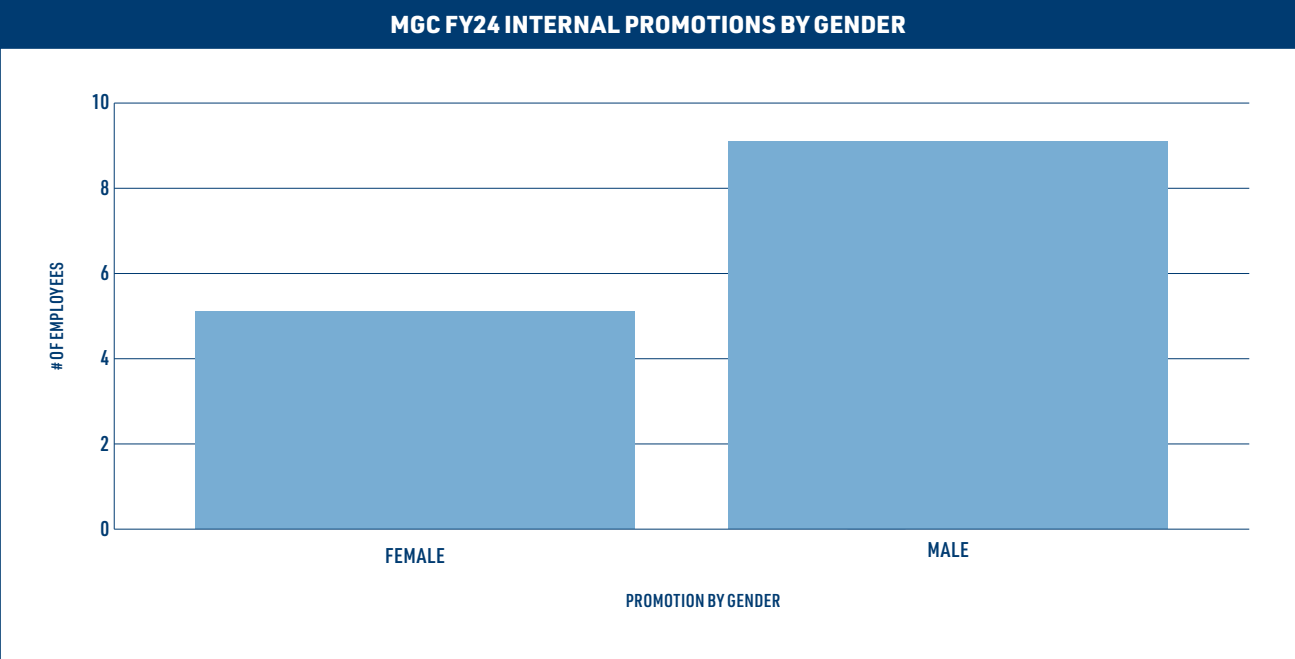
\*Racing is referring to Seasonal Positions Posted

These recruitment efforts resulted in over 200 interviews conducted with potential candidates and the successful onboarding of 38 new employees. The efficiency of our recruitment processes was further demonstrated by the average of 122 applicants per job posting on Employee Recruitment job boards.

**Agency Internal Growth and Promotions**

The agency demonstrated a commitment to internal growth and development in 2024, with 14 internal employees successfully promoted to internal positions. Of those 14 internal promotions, 36% were women and 64% were men. This reflects the MGC's ongoing dedication to fostering a culture of career advancement and employee retention.





The DEI team prioritized increasing employee-led events throughout the year to foster a more inclusive and engaging workplace culture. These events celebrated cultural diversity, encompassing celebrations such as Black History Month, Lunar New Year, and Women's History Month. The DEI team also supported the planning and development of current MGC employee townhalls, trainings, and holiday event coordination for all MGC employees at all locations.



*Commissioner O'Brien and CTO Jagroop-Gomes at GLI Regulators Roundtable*



*Executive Director Dean Serpa addresses MGC Staff*



*Madam Chair Cathy Judd-Stein's Retirement Gathering with MGC Staff*



Employee led groups that actively met throughout the FY24 year included:

- Women's Working Group
- Diversity and Inclusion Working Group
- Onboarding Committee
- Employee Event Planning Committees



*MGC Staff at the Black History Month Event*



*MGC Staff Present at the Lunar New Year Celebration*

## **INFORMATION TECHNOLOGY**

### **Information Technology Services Division**

The Information Technology Services Division (ITS), led by the Chief Information Officer, plays a vital role in supporting the Commission's mission to regulate and oversee the state's gaming industry. ITS focuses on providing efficient and secure technology solutions, ensuring that all IT infrastructure, applications, and services align with the Commission's strategic objectives. The division is comprised of two main teams: Enterprise Technology and Gaming Technical Compliance. Overall, ITS is dedicated to fostering innovation and excellence within the Massachusetts gaming landscape, ultimately advancing the Commission's goal of ensuring a fair and responsible gaming experience for all stakeholders. In 2024, ITS provided continuous technical support to the Commission, as well as monitoring the 5,185 active Electronic Gaming Devices across Massachusetts.

### **ENTERPRISE TECHNOLOGY**

The Enterprise Technology team provides information technology products and services, governance, and security to meet the needs of the MGC community and achieve the highest level of customer satisfaction. More specifically, Network and Security Services, Unified Communications, End User Services, Risk Management, Application Development, Project Management, Operations, Digital and Data Management and Infrastructure. By providing these services, the Enterprise Technology Unit enhances operational efficiency and promotes a secure gaming environment.

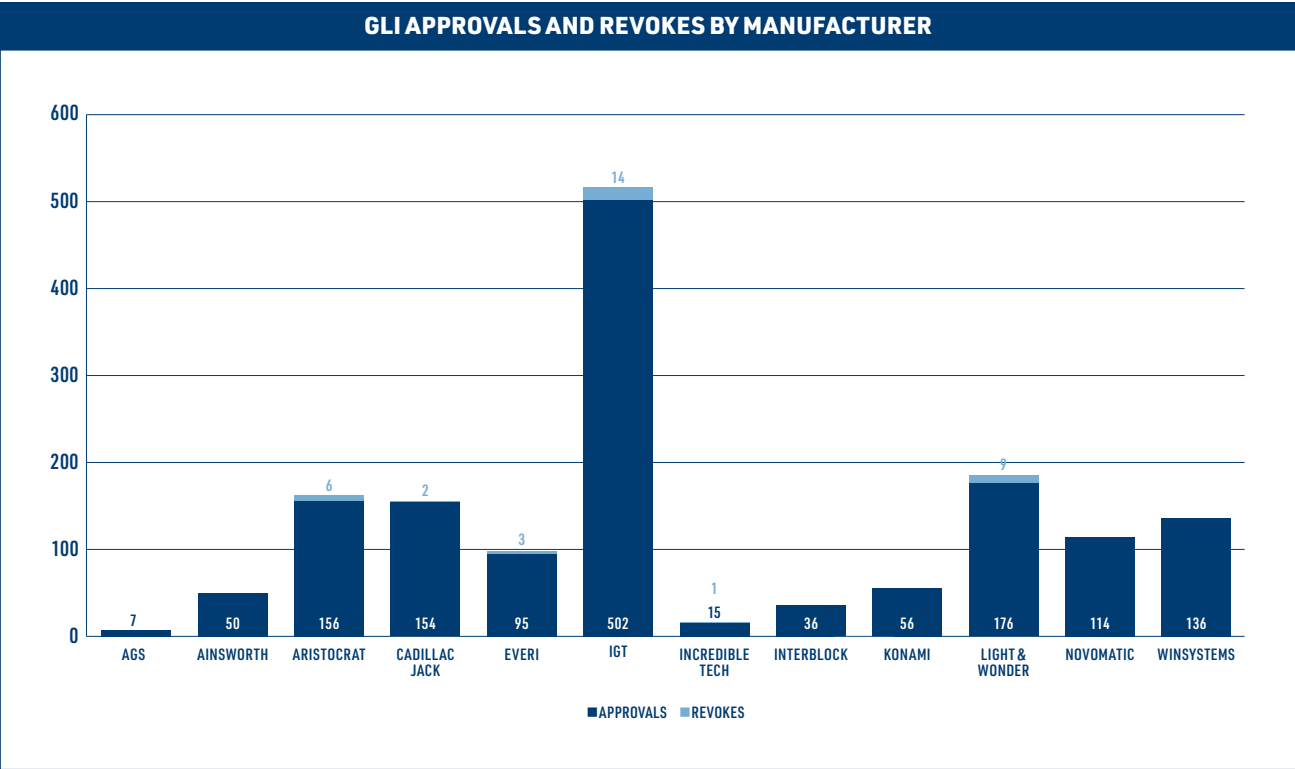
### **GAMING TECHNICAL COMPLIANCE**

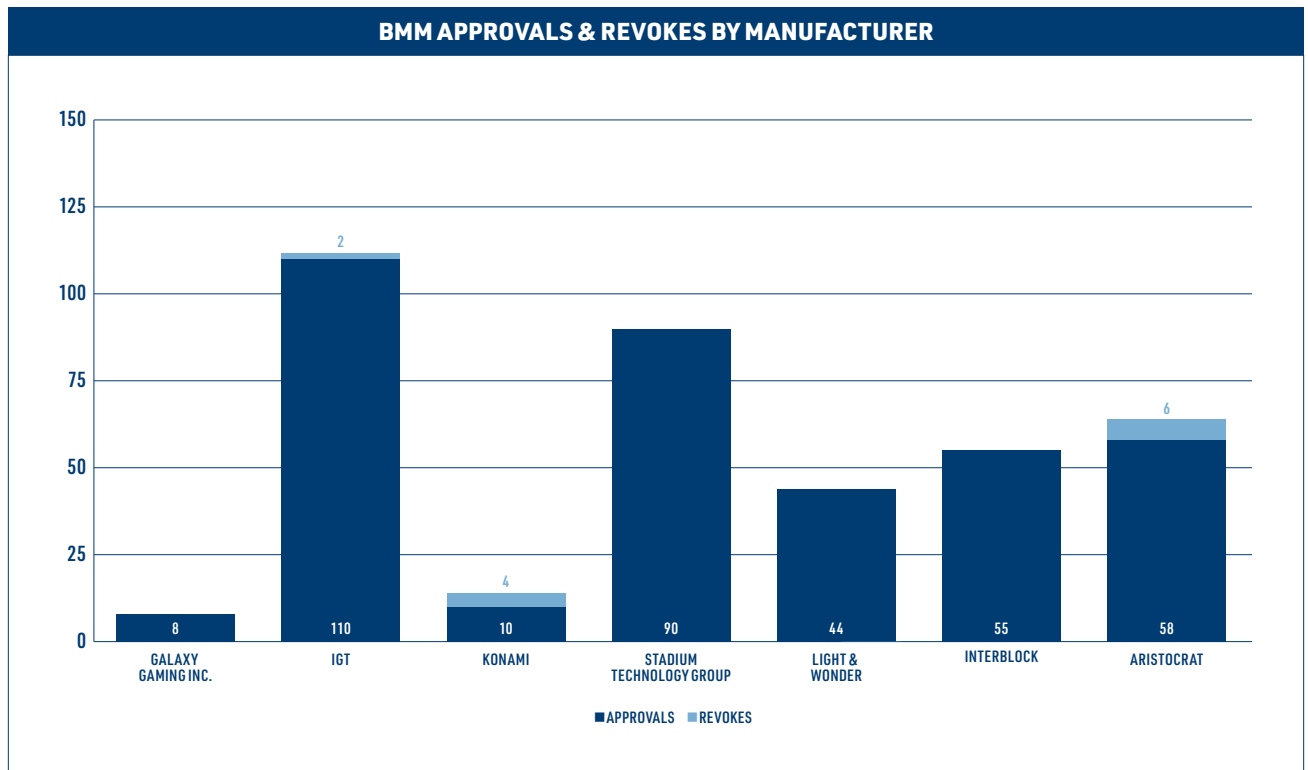
The Gaming Technical Compliance team is responsible for the planning, organization, management, and implementation of regulations, policies, procedures, and testing to ensure the integrity of electronic gaming devices (EGDs or slot machines), sports wagering, and related software and equipment. This unit also oversees the ongoing technical compliance requirements for sports wagering operators, focusing on areas such as information security, change management, testing, and reporting. By ensuring that all gaming technologies and systems adhere to state regulations and standards, the Gaming Technology Compliance Unit plays a vital role in maintaining the integrity and security of Massachusetts's gaming environment.

Casino Gaming

Currently, there are 5,185 active electronic gaming devices (EGDs) operating across the three casinos in Massachusetts. The Gaming Technical Compliance team continuously monitors these devices to ensure compliance and integrity. The team is also responsible for issuing certifications and permits for EGDs within the state. In 2024, the team certified a total of 1,872 individual software packages for use in Massachusetts, evaluated by our Certified Independent Testing Labs (CITLs). Among these, 1,497 packages received approval from Gaming Laboratories International (GLI), while 375 were approved by BMM Testlabs (BMM). To maintain compliance, the Massachusetts Gaming Commission's Central Monitoring System (CMS) verifies software signatures for licensees on a daily basis. Additionally, each CITL undergoes an annual review to ensure strict adherence to the standards set forth by the MGC.

Issuing revocations typically begins with a notification from the CITL when an issue is identified with a specific piece of gaming software, detailing the severity and nature of the issue. The Gaming Technical Compliance team reviews each notification to verify if the software is active in Massachusetts. A notification is then sent to each property, including software information, removal date, and, if any, the affected EGDs. During FY2024, 47 revocations were issued based on recommendations from the CITLs. Below is a breakdown of the software approved and revoked by manufacturers for each CITL in FY2024.





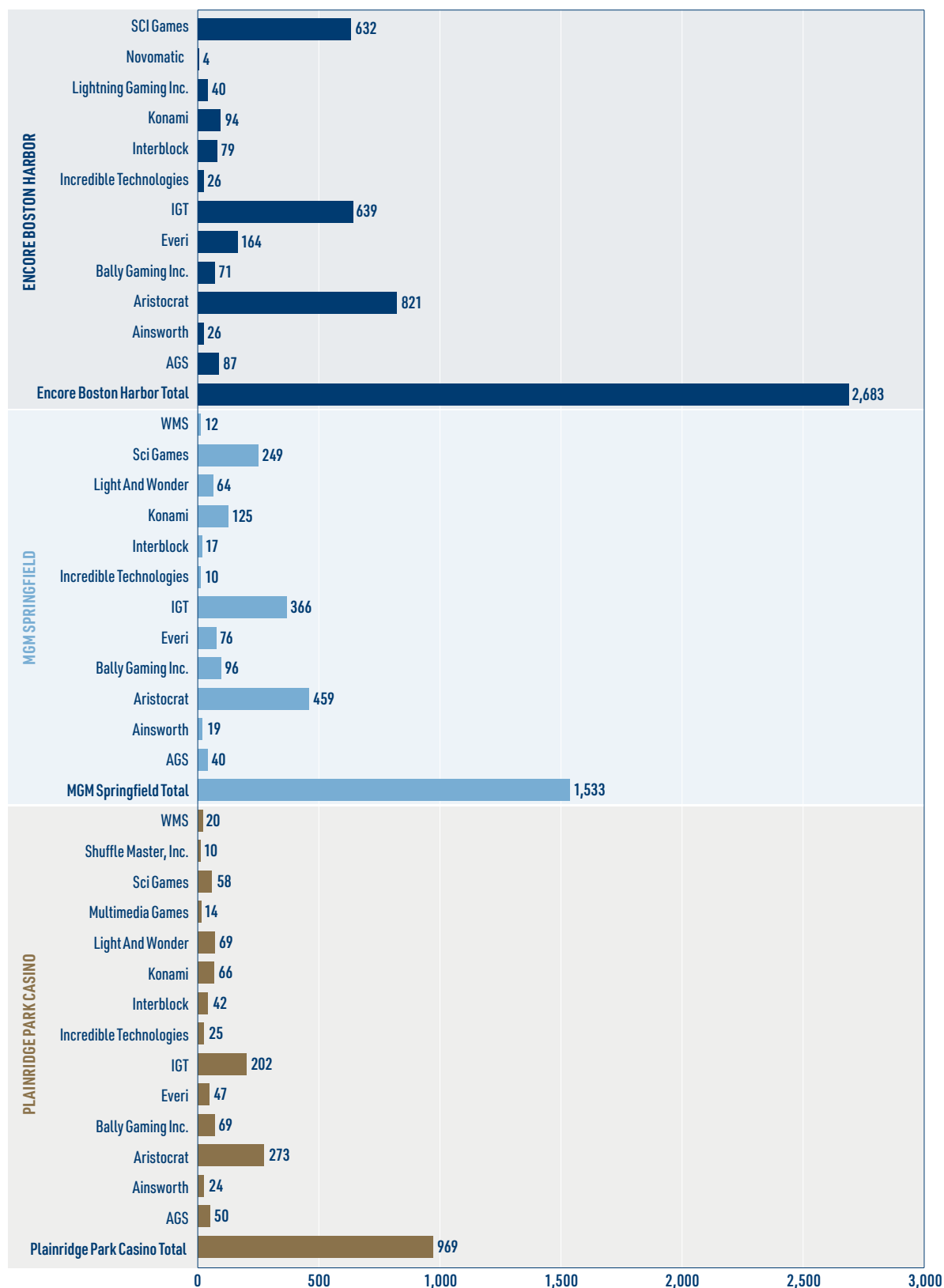
The Gaming Technical Compliance team is also responsible for evaluating, inspecting, and investigating EGDs and related equipment across Massachusetts. Integration and interoperability testing ensures that EGDs effectively communicate with the MGC's CMS as well as the house systems of our licensees. Through systematic testing, the team upholds the reporting, compliance, and alerting standards set by the MGC. Additionally, specific EGD hardware and cabinets are tested at the request of licensees in response to the popularity of certain games or themes.

The chart on the following page illustrates the diverse range of approved manufacturers' equipment available at each licensed casino within the Massachusetts jurisdiction.





## MANUFACTURERS BY SITE



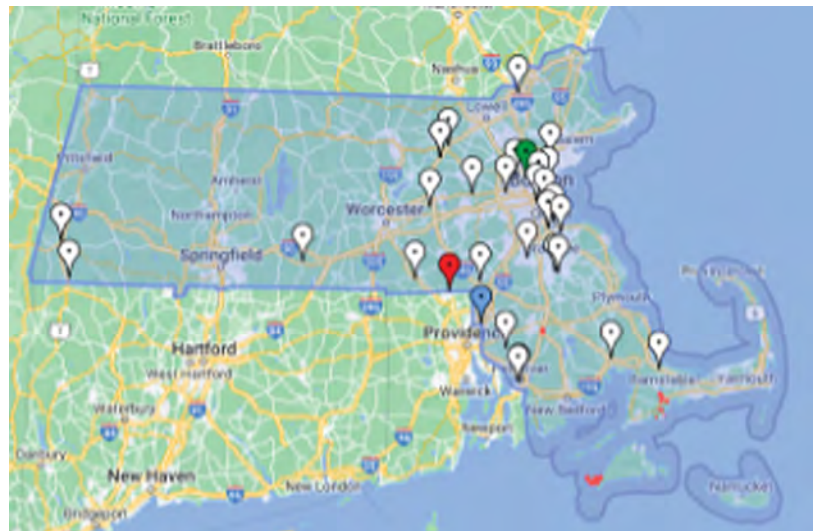
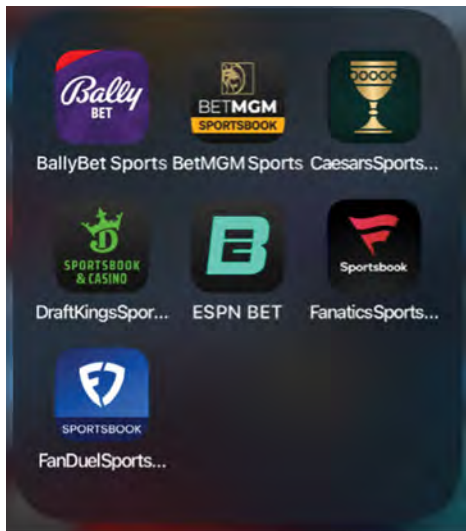
### Sports Wagering

The Gaming Technology Compliance team oversees the technical compliance requirements for sports wagering operators in Massachusetts, focusing on information security, change management, testing, and reporting. The team ensures that each operator conducts an annual independent technical security audit, annual recertification, quarterly vulnerability scans, and quarterly change management log reports. Additionally, provides MGC staff with reporting access and test accounts.

On February 16, 2024, Betr, followed by WynnBET on February 23, 2024, ceased their sports wagering operations in Massachusetts. In the lead-up to these cessations, the team reviewed the cessation plans of both operators to ensure compliance with regulatory and reporting requirements. We collaborated with other divisions of the MGC to facilitate the orderly shutdown of these mobile operations.

On July 2, 2024, Massachusetts successfully launched online sports wagering for Bally Bet. In preparation for this milestone, the team conducted regular meetings with Bally's to ensure compliance with regulatory software, newly established regulations, certified testing, and reporting requirements. The team, in collaboration with other divisions of the MGC, played a crucial role in ensuring a smooth onboarding process by actively participating in compliance discussions and verifying software readiness.

Below are screenshots of the approved sports wagering mobile apps in Massachusetts, along with geolocation pin drop information.



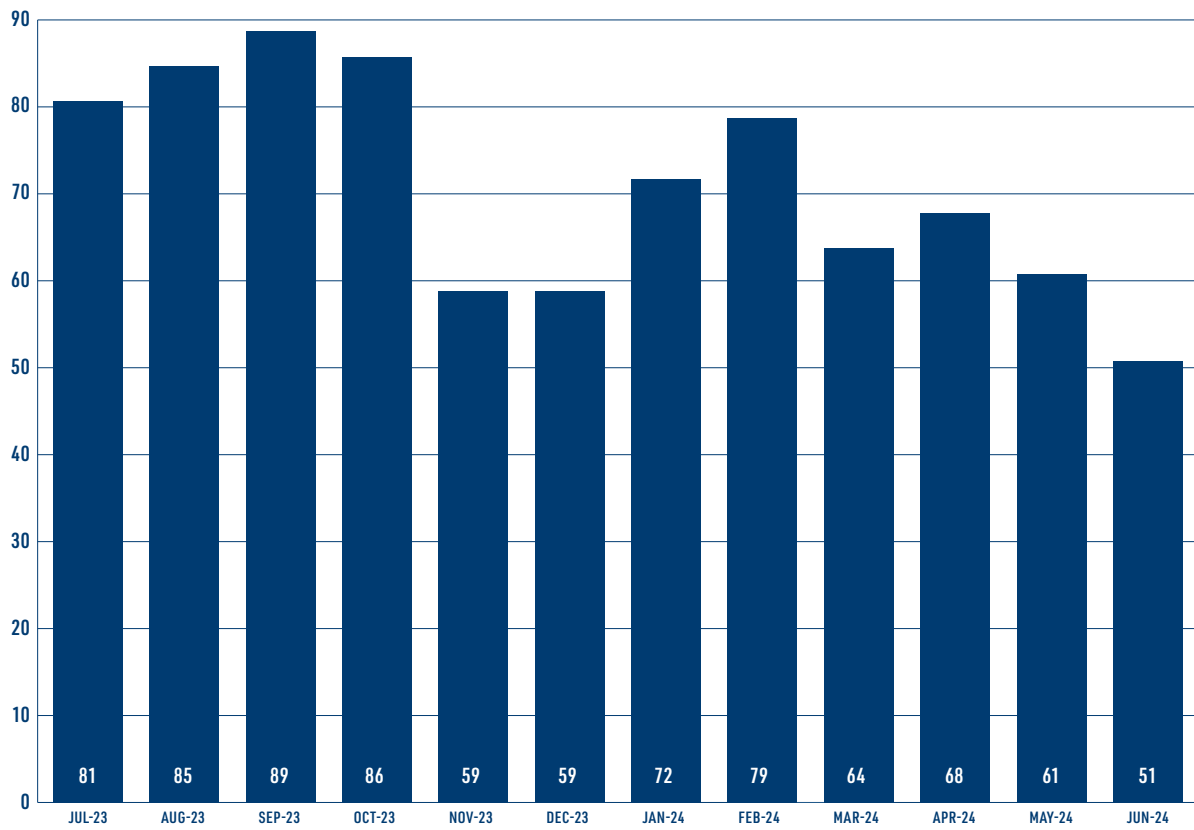
These geolocations are also displayed in the main lobby of the MGC office so that staff and visitors can view where bets are being placed in real-time.

### Change Management

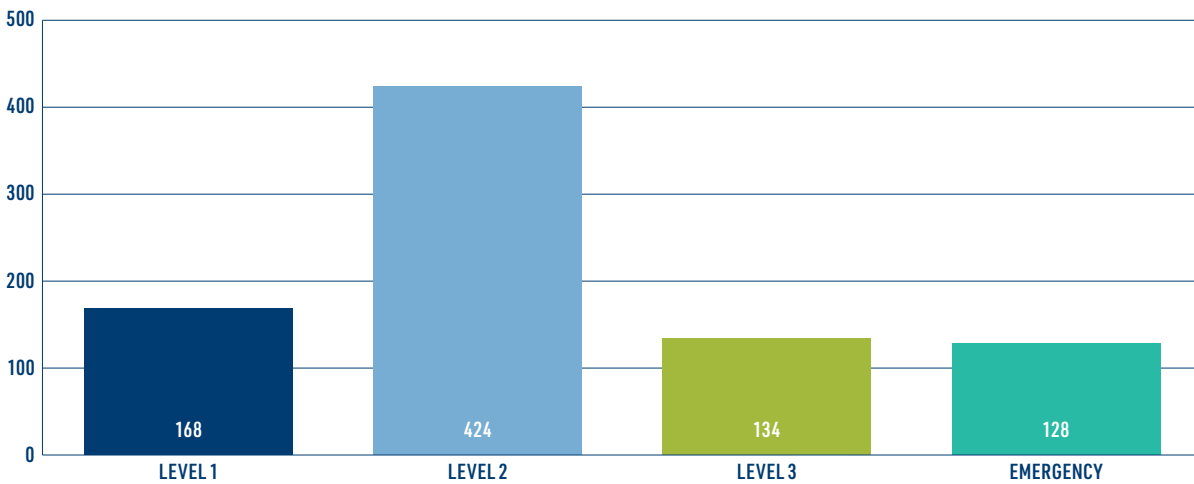
The GTCU manages all change management releases for the retail and mobile sports wagering operators and informs other MGC divisions, most notably, the Sports Wagering Division and IEB, of the releases.

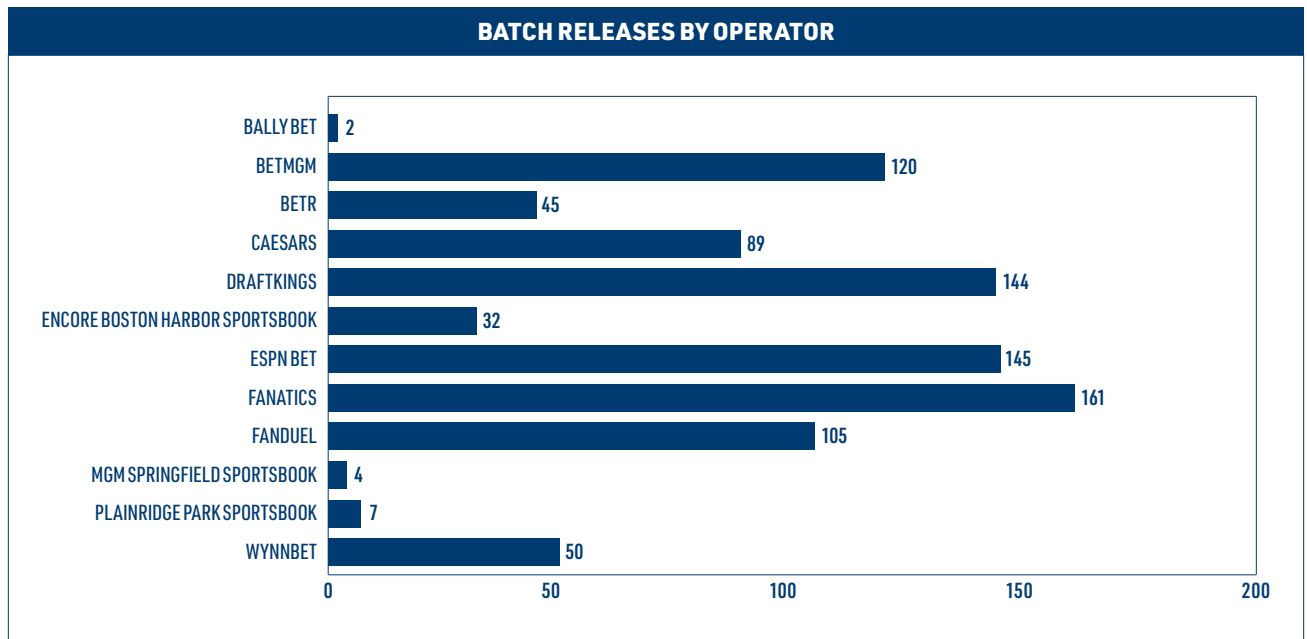
The charts on the following pages show the number of batch release submissions broken-down per month, by severity, and by affected operator:

### BATCH RELEASES PER MONTH



### BATCH RELEASES BY SEVERITY





Please note: That the figures presented here indicate the total number of batch release submissions, categorized monthly and by severity in equal proportions. Some submissions impact multiple operators, such as retail, mobile, geolocation, and sportsbook vendors.

## IEB/LICENSING

### Investigations & Enforcement Bureau/Division Of Licensing

The Investigations and Enforcement Bureau (IEB) is comprised of: 1) the Massachusetts State Police (MSP) Gaming Enforcement Unit (GEU), which maintains a 24/7 presence at all three licensed gaming establishments; 2) the Financial Investigations Division, a team of civilian financial investigators, who conduct suitability investigations; 3) the Gaming Agents Division, comprised of civilian agents who maintain a 24/7 presence in the three licensed gaming establishments, and are charged with providing regulatory oversight and on-site monitoring of the establishments; and 4) the Chief Enforcement Counsel's Office (CEC), comprised of a team of a paralegal/intake officer and four attorneys, whose duties include legal review of investigations and representing the IEB in licensing and enforcement actions initiated by the IEB. The Director of the IEB also oversees the Division of Licensing, which administers the licensing and registration functions on behalf of the Commission. During FY24, Loretta Lillios, Director of the Investigations and Enforcement Bureau, retired. IEB is grateful for Director Lillios' tireless dedication, guidance, and leadership during her tenure. In addition, IEB has welcomed Caitlin Monahan as its new Director. Director Monahan previously served as Deputy General Counsel at MGC.

The IEB conducts probity investigations to determine the suitability of gaming establishment employees and vendors, per gaming licensing regulations (205 CMR 134.00). These regulations also define thresholds, standards, and procedures for licensing and registration. During FY2024, the IEB collaborated with the MGC's General Counsel's Office, outside counsel, and other divisions within the MGC on implementing the sports wagering law, G.L. c. 23N. The IEB provided input on draft sports wagering regulations for conducting temporary and full suitability investigations; issuing temporary and full licenses to operators, and sports wagering employees (205 CMR 235.00), and vendors (205 CMR 234.00); as well as reporting requirements for licensees.

There are five types of employee licensure: Key Gaming Employee – Executive; Key Gaming Employee – Standard; Gaming Employee; Key Sports Wagering Employee – Executive; and Key Sports Wagering Employee – Standard. If an employee is not classified by regulation, they must register as a Gaming Service Employee, unless exempted from classification by the Commission. Similarly, there are three levels of casino vendor licensure and registration: Gaming Vendor – Primary; Gaming Vendor – Secondary; and Non-gaming Vendor. For sports wagering, there are Sports



Wagering Vendors; Sports Wagering Registrants; and Non-sports Wagering Vendors. Each credentialed employee or vendor must submit to a background check. The depth of all background checks are commensurate with the level of licensure/registration.

With respect to Gaming, in FY24, the Division of Licensing and the IEB processed and completed background investigations for 1,996 applications for individual employee licensure or registration. The IEB completed renewal investigations for six gaming vendors, consisting of 10 entity qualifiers and 22 individual qualifiers. The IEB also completed standalone investigations for 1 entity qualifier and 5 individual qualifiers pertaining to Gaming Vendors. Further, with respect to casino qualifiers (corporate level suitability investigations), the Division of Licensing and the IEB processed and conducted background investigations for 3 individual qualifiers. The IEB and the Division of Licensing processed and conducted background investigations for 510 non-gaming vendor registrations.

With respect to Sports Wagering, the Division of Licensing processed 7 applications for individual employee licensure. The IEB and the Division of Licensing processed and conducted background investigation for 36 Sports Wagering Registrants. The IEB completed its investigation of Plainridge Park Casino, and presented its findings to the Commission, which resulted in the Commission finding Plainridge Park Casino durably suitable and awarding a full Category 1 Sports Wagering Operator license. The durable suitability investigations for the Category 3 Sports Wagering Operator licenses are ongoing.

In FY24, over the course of the fiscal year the Gaming Agents conducted the necessary regulatory work for the ongoing operations of Plainridge Park Casino, MGM Springfield, and Encore Boston Harbor. Gaming Agents conducted hundreds of regulatory examinations to test casino internal controls and procedures at each facility to ensure compliance with MGC regulations. Gaming Agents continue to oversee and review a variety of tasks at the three gaming establishments, including slot machine moves and inspections, operational audits, compliance reports, patron complaints, machine jackpots over certain thresholds, and tips from the Fair Deal tip line, with one of their primary duties being certification of revenue for the Commonwealth.

The members of the Massachusetts State Police GEU have criminal enforcement responsibilities, and are also assigned to conduct employee background checks and corporate-level suitability investigations of applicants for gaming and sports wagering licenses.

## **RACING**

### **Racing Operations**

MGC is also responsible for the operational and fiscal oversight of the Standardbred racing operation, and pari-mutuel and simulcasting facilities in the Commonwealth (under G.L. c 128A & 128C).

### **STANDARDBRED RACING**

Plainridge Park Casino is scheduled to race 110 days of live racing during calendar year 2024. The Racing Division issued over 1,000 occupational licenses.

July of 2023 saw the return of the \$250,000 Spirit of Massachusetts Trot and the \$100,000 Clara Barton Pace. The Paul Revere Pace and Bunker Hill Trot were both held in May of 2024 with \$100,000 purses.

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## **\$1,200,000 WAS DISTRIBUTED AS PURSES IN FISCAL YEAR 24 IN THE FINALS OF THE RACES FOR MASSACHUSETTS BRED HORSES, KNOWN AS THE SIRE STAKES.**

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### **Thoroughbred Racing**

There was no live Thoroughbred racing in Massachusetts in FY24.

### Simulcasting

Simulcasting and account wagering is conducted year-round at the following facilities:

- Plainridge Park Casino, including Hollywood Races
- Raynham Park including Dial 2 Bet
- Suffolk Downs, including Twin Spires, TVG, 1/ST Bet (Xpressbets), NYRA Bets, FanDuel Racing, BetMGM, Caesars Racebook, DK Horse, and Am Wager

For FY24, total pari-mutuel handle in the Commonwealth reached \$235.8 million.

The Racing Division continued efforts to enhance the safety and welfare of racing participants, as well as monitor and regulate the racing operations in the Commonwealth. Key activities included virtual participation in Association of Racing Commissioners International (ARCI) meetings and continuing education.

### Race Horse Development Fund Disbursements

FY24 marked the tenth year that the Race Horse Development Fund had monies available to supplement purses, and accordingly the Commission approved disbursements for the prescribed purposes in the manner recommended by the Horse Racing Committee in accordance with G.L. c. 23K, §60.

The distributions out of the Race Horse Development Fund were as follows:

ENTITY	AMOUNT	STATUTORY PURPOSE
Harness Horsemen's Assn	\$ 397,770	Health & Welfare of Harness Horsemen
Massachusetts Thoroughbred Breeders Assn	\$ 795,540	Thoroughbred Breeders Program
New England Horsemen's Benevolent	\$ 448,339	Health & Welfare Thoroughbred Horsemen
Plainville Gaming and Redevelopment LLC	\$ 14,525,919	Standardbred Live Racing Purses
Standardbred Owners of Massachusetts	\$ 2,473,739	Standardbred Breeders Program
<b>TOTAL</b>	<b>\$ 18,641,307</b>	

### RESEARCH AND RESPONSIBLE GAMING

The Office of Research and Responsible Gaming leads MGC's efforts to mitigate gambling-related harm through the development and implementation of casino-based responsible gaming programs. In addition, this office directs the implementation of a comprehensive gaming research program as mandated by Section 71 of Chapter 23K and Section 23 of Chapter 23N.

MGC and the Department of Public Health set an annual budget for expenditures from the Public Health Trust Fund, which includes funding for the annual gaming research program. For FY24, the Public Health Trust Fund directed approximately \$7.6 million to support the MGC's gaming research, and responsible gaming programs.

### Research Studies and Activities

The Commission has supported a wide range of gambling-related research projects, of which six were released in FY24; adding up to more than 80 reports since 2014. Of importance during FY24, the MGC released two major studies: *Gambling and Problem Gambling in Massachusetts: Results of a Follow-up Population Survey* (4/3/24) and *GameSense in Focus: Insights from an Evaluation in Massachusetts Casinos* (5/9/24). The main purpose of the Follow-up Population Survey report was to determine whether and how gambling attitudes, gambling behavior, and problem gambling prevalence changed in Massachusetts following the introduction of casinos. The evaluation of the GameSense program was intended to provide the MGC with an understanding of the extent to which the program in Massachusetts is contributing to the overall goal of creating an effective, sustainable, measurable, socially responsible, and accountable approach to gambling, through assessing awareness, perceptions, and engagement with GameSense.

### FY24 Research Findings Highlights:

- The prevalence of problem gambling in Massachusetts in 2021 was 1.4% of the population aged 18 and over. An additional 8.5% of the population aged 18 and over were classified as engaging in at-risk gambling. It should be noted that because gambling participation was suppressed to some extent in 2021 by COVID-19, it is reasonable to assume that problem gambling may also have been suppressed to some extent. The prevalence of problem gambling in Massachusetts in 2021 was not significantly different from the prevalence rate of 2.0% identified in Massachusetts in 2013. The rate of at-risk gambling was also not significantly different from the rate of 8.4% identified in 2013. This is notable considering the introduction of three casinos. (*Gambling and Problem Gambling in Massachusetts: Results of a Follow-up Population Survey*)
- Review of available data raises concerns about the impact of gambling advertising on vulnerable groups in the Massachusetts population such as individuals who are underage and individuals in recovery from gambling problems. While many jurisdictions have implemented regulations to limit the exposure of underage individuals to gambling advertising, few have addressed the vulnerability of individuals in recovery from gambling problems and their susceptibility to relapse in response to gambling advertising or news coverage. Another concern is the scarcity of population-level approaches to minimizing and mitigating gambling harms and the nearly exclusive focus on individual responsibility for gambling behavior. (*Impacts of Advertising on Gambling Behavior in Massachusetts*)
- Overall, casino operators in Massachusetts are committed to their local economies and to their goals of recruiting and hiring a diverse workforce. Casino jobs offer flexibility in scheduling, low barriers to entry, and career advancement for women and minority workers. Casino workers are well compensated in comparison to other jobs in the Accommodation and Food Services Industry and have far lower rates of turnover. Analysis suggests that hiring across job title hierarchy is intentionally geared toward gender equity, though equity across this hierarchy for people of color has yet to be achieved. (*Assessment of Job Quality at Massachusetts Casinos, 2022*)
- There is a high level of GameSense awareness among regular patrons and casino employees, and that patrons benefit from interacting with GameSense Advisors. Further efforts are needed to increase understanding of the program's comprehensive purpose and target audience. (*GameSense in Focus: Insights from an Evaluation in Massachusetts Casinos*)

### FY 2024 Research:



#### **Encore Boston Harbor 3.5 Year Operating Report (2019 – 2022)**

November 30, 2023

In 2022, the \$1.1 billion dollars spent in and around Encore Boston Harbor (EBH) by casino patrons supported an average of 3,282 positions at the casino, paid \$206 million in compensation, and created demand for \$85.4 million of intermediate goods and services EBH purchased from vendors. EBH paid \$197.4 million to government entities, comprised mostly of tax revenue on gross gaming revenues. Net consumer impacts for state business were negative, as on net, consumers shifted \$167.6 million in spending away from other goods and services and towards the casino. However, new spending and shifts in spending led to a net total of 9,917 jobs supported by the casino, with the majority of jobs located in the Metro Boston region. EBH also supported \$1.1 billion in new personal income and \$1.7 billion in new output within the Massachusetts economy, of which \$1.3 billion was value added.

[Download the Report Online](#)



#### **Assessing the Influence of Gambling on Public Safety in Massachusetts Cities and Towns: Crime Comparison Analysis of Changes in the MGM Springfield Region, 2013 – 2022**

January 18, 2024

This report is an analysis of changes in activity in the communities surrounding MGM Springfield during the past decade and after the opening of the casino. Findings include that overall, crime in the region continued to drop for the entire decade with a slight uptick in 2022. Distinct summer-time seasonality occurred each year with the exception of a lag that occurred during the COVID-19 summer closure.

[Download the Report Online](#)



### ***Gambling and Problem Gambling in Massachusetts: Results of a Follow-up Population Survey***

*April 3, 2024*

The main purpose of this report is to determine whether and how gambling attitudes, gambling behavior, and problem gambling prevalence changed in Massachusetts following the introduction of casinos. There has been a significant decrease in past year participation in most types of gambling from 2013 to 2021, and an increase in the percentage of people who report not gambling at all. The exception to this pattern is that no significant declines were seen in daily lottery games, horse racing, and online gambling. The lingering effects of COVID-19 and the associated restrictions are likely partly responsible for these broad declines. There has been no significant change in the rate of problem gambling from 2013 (2.0%) to 2021 (1.4%), which is notable considering the introduction of three casinos.

[Download the Report Online](#)



### ***GameSense in Focus: Insights from an Evaluation in Massachusetts Casinos***

*May 9, 2024*

This study provides insights into the awareness, perceptions, and engagement with the GameSense program in Massachusetts. Findings show a high level of GameSense awareness among regular patrons and casino employees, and that patrons benefit from interacting with GameSense Advisors. Insights from the survey and focus groups with GameSense Advisors emphasize the dynamic nature of player – GameSense Advisors interactions and the need for adaptability in navigating the evolving gambling landscape. Further efforts are needed to increase understanding of the program's comprehensive purpose and target audience.

[Download the Report Online](#)



### ***Assessment of Job Quality at Massachusetts Casinos, 2022***

*May 23, 2024*

The purpose of this report was to examine workforce conditions at the Commonwealth's three casinos, analyze the extent to which Massachusetts casino jobs are benefiting the casino workforce, and assess the quality of casino jobs. Overall, casino operators in Massachusetts are committed to their goals of recruiting and hiring a diverse workforce. Casino jobs offer flexibility in scheduling, low barriers to entry, and career advancement for women and minority workers. Casino workers are well compensated in comparison to other jobs in the accommodation and food services industry and have far lower rates of turnover. The analysis suggests that hiring across job title hierarchy is intentionally geared toward gender equity, though equity across this hierarchy for people of color has yet to be achieved.

[Download the Report Online](#)



### ***Impacts of Advertising on Gambling Behavior in Massachusetts***

*June 20, 2024*

Advertising has substantial impacts on attitudes toward and consumption of addictive products, including gambling. Review of available data raises concerns about the impact of gambling advertising on vulnerable groups in the Massachusetts population such as individuals who are underage and individuals in recovery from gambling problems. Recommendations to prevent and mitigate harm include limitations on gambling advertising including types of games, advertising focused on specific purposes, and celebrity endorsements; restrictions on inducements; and monitoring emerging forms of gambling advertising.

[Download the Report Online](#)



## RESPONSIBLE GAMING INITIATIVES

Since its inception, the MGC has developed, implemented, refined, and adapted its responsible gaming strategy to respond to the needs of all patrons. Responsible gaming is a core priority and central to the MGC mission. Objectives of the program are to 1) promote positive play, 2) reduce gambling related harms, and 3) support the development of responsible gaming focused casino workforce.

**The Voluntary Self-exclusion (VSE) Program** assists patrons who recognize that they have experienced a loss of control over their gambling and wish to invoke external controls. People enroll in the program for one, three, or five-year terms and are prohibited from wagering at Massachusetts casinos or sports wagering mobile platforms. If they do, any gambling winnings are confiscated and transferred to the Gaming Revenue Fund. The MGC's VSE process utilizes an engaged approach, ensuring that enrollees are offered additional assistance, responded to in a respectful, timely and discreet manner, and feels supported. In FY24, a total 658 of persons enrolled in the VSE program, a 102% increase from FY23. Remote VSE was implemented on January 4, 2021 in response to the COVID pandemic and in FY24 there were 280 remote VSE enrollments, a 133% increase from FY23. On January 23, 2023, MGC began accepting VSE enrollments for Sports Wagering. As of June 30, 2024, there are 1,781 people enrolled in the Gaming VSE and 468 people enrolled in the Sports Wagering VSE.



**GameSense** is an innovative responsible gaming program based at Massachusetts casinos and available virtually through LiveChat with a goal of promoting positive play behaviors and attitudes that reduce the risk of gambling-related harm. In furtherance of the statute, which calls for an on-site player protection program, the MGC-licensed the GameSense brand from the British Columbia Lottery Corporation in 2015 and drew upon the experience of the Massachusetts Council on Gaming and Health staff to operate the program at all three licensee properties.

To extend reach and awareness of the GameSense program, the partnered with ASG, a communication firm to develop an integrated marketing strategy. Two videos were developed, one targeted toward sports betters to encourage taking a break and the other to educate viewers about understanding the odds. The campaign yielded a reach to over 42,000 listeners on a sports radio station, and 1 million YouTube impressions.

In FY23, GameSenseMA.com was updated to include dedicated responsible gaming information about sports Wagering, debunking gambling myths and misconceptions, and educating players on how games, odds and probabilities work. In the first full fiscal year since its launch, gamesensema.com had 107,000 active users.

Most people who visit Massachusetts casinos engage in safe levels of gambling behavior, also known as positive play. Based at each MA casino, GameSense Information Centers are staffed by trained GameSense Advisors who offer a range of information, resources and tools with a goal of increasing gambling literacy and reducing gambling related harms. In FY24, GameSense Advisors engaged with over 83,400 casino and sports wagering patrons and employees to deliver information about responsible gaming and problem gambling. To put a finer point on this, of these interactions 25% were about GameSense generally, 14% were about setting a budget, 14% were about PlayMyWay, 12% were about positive play strategies, and 11% were about debunking odds and myths. An independent evaluation of the GameSense program revealed that 17% of regular casino patrons visited a GameSense Information Center, and a high proportion (74.2%) of patrons that interacted with a GameSense Advisor reported feeling more informed about responsible gaming strategies.

GameSense Advisors provide training to staff at all three Massachusetts casinos with a goal to increase their knowledge about responsible gaming and spur referrals to the GameSense program. In FY24, 1,249 people were trained at 120 training events. An independent evaluation of the GameSense program revealed a high degree of program awareness (96%) from staff, and of the casino staff that interacted with a GameSense Advisor a vast majority (64.2%) have referred a patron to the program.

In the community, GameSense Advisors also engage with groups at greater risk of gambling harm to promote informed player choice before they visit the casino. In FY23, GameSense Advisors led community on-site and virtual presentations to the 786 community members.

In 2021, the MGC launched the first 24-hour online chat dedicated to responsible gaming in the U.S. Chat users connect directly with GameSense Advisors to enroll in the Voluntary Self-exclusion program, connect with help, learn tips on responsible gaming and rules of the games. LiveChat is accessible on GameSense's website, GameSenseMA.com. In FY24, GameSense Advisors engaged in 1,345 chats on the GAM Line and LiveChat including the 288 sessions which resulted in a VSE enrollment.



**PlayMyWay (PMW)** is a first in the nation budgeting tool designed to allow players the ability to set a budget and monitor the amount of money they spend on electronic gaming machines. PMW was first launched at Plainridge Park Casino in 2016 followed by MGM Springfield in 2018. On September 12, 2022, PMW became available at Encore Boston Harbor meaning that it's available on all slots and electronic gaming machines in Massachusetts. Once enrolled, a player receives automatic notifications when approaching their daily, weekly, or monthly budget. They may then choose to stop at any point or keep playing. PMW allows enrollment/unenrollment and budget adjustments at any time.

In September 2023, Dr. Michael Wohl of Carleton University conducted a study of PMW enrollment at MGM Springfield to better understand why players do or do not enroll or the effect enrollment has on player behavior. The study found that PMW enrollees rated high in impulsivity and lower in honesty and control over their gambling compared to those who didn't enroll. While PMW enrollees tended to visit the casino more frequently, they lost less money leading Dr. Wohl to find the tool works as intended. As of June 30, 2024 there were 52,731 players actively enrolled in PlayMyWay with an average un-enrollment rate of 12.7%.

Responsible Gaming tools on Sports Wagering platforms are offered to all sports wagering players on mobile applications and digital websites. As required by regulation, sports wagering operators offer play management tools similar to PMW that enable sports wagering players to set limits on deposits into sports wagering account, specified dollar amount of a wager, and cumulative dollar amount wagered. As of June 30, 2024, over 32,000 sports wagering accounts in Massachusetts, have utilized play management tools.

Additionally, operators are required to offer players struggling to control their gambling the opportunity to temporary prohibit or "cooling off". Similar to the VSE Program, the player may elect to prohibit access to their sports wagering account. However, unlike VSE which extends to all operators statewide, temporary prohibition, only applies to a single account or operator.





# LEGAL DEPARTMENT & PENDING LITIGATION

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## OVERVIEW

The legal department, which is managed by the General Counsel, provides legal counsel and advice to the entire agency including the commissioners and executive director. The legal team collaborates with personnel agency-wide to ensure compliance with governing statutes and regulations, implementation of legal requirements, and development of sound policy initiatives. Matters handled include production of responses to requests for public records, open meeting law compliance, management of litigation and outside counsel, provision of ethics advice, and annual training of staff relative to the Enhanced Code of Ethics and G.L. c. 268A, coordination of appeal hearings, contract, and grant drafting and review, information technology and cyber-security matters, and personnel and workforce related issues. Additionally, the legal team drafts regulations for Commission review and oversees the public hearing and promulgation process.

## PENDING LITIGATION

### **FBT Everett Realty, LLC v. Massachusetts Gaming Commission v. Wynn MA, LLC (CA no. 1881CV00304)**

On November 14, 2016, the Massachusetts Gaming Commission was sued by FBT Everett Realty, LLC for tortious interference with respect to the plaintiff's agreement to sell property to Wynn Resorts for the Region A Category 1 facility in Everett. The plaintiff is requesting damages as determined at trial. On May 14, 2018, the Superior Court granted the MGC's motion to dismiss on two of three claims then remaining. On July 5, 2018, the MGC filed a third-party complaint against the Region A Category 1 licensee for unjust enrichment and indemnification relating to the remaining claim against the MGC. The Region A licensee filed a motion to dismiss the complaint. On January 2, 2020, the court issued a decision effectively denying the motion to dismiss. On February 12, 2021, the MGC filed a motion for summary judgment. On June 16, 2021, the Court granted the MGC's motion for summary judgment and dismissed the case. The Court also dismissed the MGC's third-party claims against the Region A Category 1 licensee. The plaintiff appealed the Court's decisions and was granted direct appellate review by the Supreme Judicial Court. On May 23, 2022, the Supreme Judicial Court affirmed the lower court's allowance of the MGC's motion to dismiss the plaintiff's intentional interference with contract claim and reversed its entry of summary judgment in favor of the Massachusetts Gaming Commission on the plaintiff's regulatory takings claim. The matter was remanded to the Superior Court for further proceedings. The summary judgement process is presently underway.



# CASINO & SPORTSBOOK PROPERTY SUMMARIES

## PLAINRIDGE PARK CASINO

PPC is the Category 2 licensee in Plainville, Massachusetts. The facility also hosts the Standardbred live racing and simulcasting operations.



<b>Conditional Award of the License</b>	February 2014
<b>Operations Certificate/Date Opened</b>	June 24, 2015
<b>Gaming Space</b>	50,225 sq. ft.
<b>Total Gross Area</b>	197,679 sq. ft.
<b>Capital Investment Amount</b>	\$250 million
<b>Total Employment</b>	397 employees (251 full-time, 146 part-time)
<b>Tax on Gross Gaming Revenues</b>	49%
<b>Parking</b>	1,575 patron spaces (1,818 total)
<b>Slots</b>	977 slots
<b>Table Games</b>	N/A
<b>Category 1 Sports Wagering License</b>	Certificate of Operations in effect as of January 31, 2023 Durable License Issued: June 14, 2024 (for period of 01/12/23 – 01/12/2028)
<b>Name of Sportsbook</b>	The Sportsbook at Plainridge Park
<b>Tax on Gross Sports Wagering Revenue</b>	15%
<b>Additional Amenities</b>	2 full-service restaurants ("Slack's Oyster House & Grill" and "The Sportsbook") 4 food-court style eateries ("Wahlburgers", "Dunkin' Donuts", "Slice", "Just Baked") Live Entertainment ("Revolution Lounge"). Live harness racing April through November. Additional racing concessions/outlets.

*Data reflects property status as of June 30, 2024*



**MGM SPRINGFIELD**

MGM is a Category 1 licensee for Region B in Springfield, Massachusetts. The facility is located on approximately 14 acres in downtown Springfield in the congregation of parcels bound by Main, State, Union, and East Columbus streets.



<b>Conditional Award of the License</b>	June 2014
<b>Opening Date</b>	August 24, 2018
<b>Gaming Space</b>	126,262 sq. ft.
<b>Total Gross Area</b>	759,157 sq. ft.
<b>Total Investment Amount</b>	\$960 million*
<b>Tax on Gross Gaming Revenues</b>	25%
<b>Parking</b>	3,375 covered on site
<b>Total Employment</b>	1,541 employees (1,008 full-time, 306 part-time, 234 on call)
<b>Slots</b>	1,529 slots
<b>Table Games</b>	63 tables (15 Poker)
<b>Category 1 Sports Wagering License</b>	Certificate of Operations in effect as of January 31, 2023
<b>Name of Sportsbook</b>	BetMGM Sportsbook
<b>Tax on Gross Sports Wagering Revenue</b>	15%
<b>Additional Amenities</b>	240 room hotel, 11 food and beverage outlets, 26,000 sq. ft. of retail space, bowling alley, cinema, and 54 residential units.

*Data reflects property status as of June 30, 2024. \*Does not include \$60.7 million for land and \$75.5 million for capitalized interest.*





ENCORE BOSTON HARBOR

EBH is a Category 1 licensee for Region A in Everett, Massachusetts. The facility sits on the formerly contaminated site on the banks of the Mystic River at the site of the former Monsanto plant.



Conditional Award of the License	September 2014
Opening Date	June 23, 2019
Gaming Space	204,807 sq. ft.
Total Gross Area	3.1 million sq. ft.
Total Investment Amount	\$2.6 billion
Total Employment	3,462 employees (2,401 full-time, 1,061 steady extra)
Tax on Gross Gaming Revenues	25%
Parking	2,741 spaces
Slots	2,603 slots
Table Games	202 tables (24 Poker)
Category 1 Sports Wagering License	Certificate of Operations in effect as of January 31, 2023
Name of Sportsbook	Sportsbook
Tax on Gross Sports Wagering Revenue	15%
Additional Amenities	5-star hotel (671 rooms), 7,776 sq. ft. of retail space, 12 food and beverage outlets, 5 bars and lounges, 5-star spa/gym, convention space, extensive outdoor and waterfront space with pavilion and public harbor walk, indoor garden.

Data reflects property status as of June 30, 2024.



# ONLINE SPORTS WAGERING OPERATOR SUMMARIES

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**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

Bally Bet is a Category 3 untethered licensee.

July 1, 2024

Providence, RI

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

Not applicable

20%



**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

BetMGM is a Category 3 tethered licensee. BetMGM is tethered to Category 1 licensee MGM Springfield.

March 10, 2023

Jersey City, NJ

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

MGM Springfield

20%



**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

Caesars Sportsbook is a Category 3 tethered licensee. Caesars Sportsbook is tethered to Category 1 licensee Encore Boston Harbor.

March 10, 2023

Las Vegas, NV

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.\*

Encore Boston Harbor

20%

\*Caesars completed their durable suitability review and was awarded a permanent license on September 4, 2024.





**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

Fanatics Betting and Gaming is a Category 3 tethered licensee. Fanatics Betting and Gaming is tethered to Category 1 licensee Plainridge Park Casino.

May 25, 2023

New York, NY

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

Plainridge Park Casino

20%



**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

Penn Sports Interactive is a Category 3 tethered licensee. Penn Sports Interactive is tethered to Category 1 licensee Plainridge Park Casino.

March 10, 2023

Philadelphia, PA

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

Plainridge Park Casino

20%





**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

DraftKings is a Category 3 untethered licensee.

March 10, 2023

Boston, MA

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

Not applicable

20%



**Live Operations Began**

**Company Headquarters**

**License Status**

**Tethered To**

**Tax on Gross Sports Wagering Revenues**

FanDuel is a Category 3 untethered licensee.

March 10, 2023

New York, NY

Awarded temporary, one-year Category 3 Sports Wagering Operator License. Currently undergoing full suitability review ahead of vote on five-year Category 3 Sports Wagering Operator License.

Not applicable

20%

*Betr and WynnBet were both previously licensed Category 3 sports wagering operators from February 2023 through early 2024, but did not renew their licenses following completion of their temporary, one-year licenses.*

*The Commission has not yet issued Category 2 Sports Wagering Operator licenses.*



# RESULTS ON LICENSEE WORKFORCE & SUPPLIER DIVERSITY GOALS

The below data is provided from the 2024 Q2 gaming licensee reports and includes their Category 1 sports wagering operations.

While assessments of all sports wagering applicants included diversity goals, these numbers do not include data from the category 3 licensees. The Commission receives regular reporting from the category 3 licensees on this issue via quarterly reports and those reports can be found on [massgaming.com](https://massgaming.com). In addition, a study on diversity in the sports wagering industry in Massachusetts is forthcoming.

## Casino Workforce (including Category 1 Sports Wagering)

	Minority		Veterans		Women	
	Goal	Result	Goal	Result	Goal	Result
Encore Boston Harbor	40%	73%	3%	2%	50%	45%
MGM Springfield	50%	52%	2%	4%	50%	41%
Plainridge Park Casino	15%	29%	2%	4%	50%	46%

## Supplier (including Category 1 Sports Wagering)

	MBE		VBE		WBE	
	Goal	Result	Goal	Result	Goal	Result
Encore Boston Harbor	8%	10%	3%	0%	14%	10%
MGM Springfield	10%	8%	2%	3%	15%	7%
Plainridge Park Casino	6%	7%	3%	5%	12%	15%

## Local Commitments

ENCORE BOSTON HARBOR		
	Goal	Result
Workforce Within 30 Miles	75%	89%
MA Workforce	N/A	92%
MA Supplier Spend	N/A	50%

PLAINRIDGE PARK CASINO		
	Goal	Result
Host/Surrounding Community Workforce	35%	33%
MA Workforce	N/A	63%
MA Vendor Spend	N/A	67%
Host/Surrounding Community Spend	N/A	8%

MGM SPRINGFIELD		
	Goal	Result
Springfield Workforce	35%	38%
MA Workforce	N/A	78%
Western MA Workforce	N/A	76%
MA Supplier Spend	N/A	53%
Local* Supplier Spend	N/A	47%

\*Local Vendor Spend includes Springfield, Surrounding Communities, and Western Massachusetts

### INDUSTRY IMPACTS ON WORKFORCE & DIVERSITY

This data is provided by UMDI. The data in this table reflects payroll and vendor spending data for fiscal year 2024 (July 2023-June 2024). Data collected from casino operators and Category 1 licensees were reported on a biweekly basis for payroll and on a record-level basis for vendor spending. Data collected from Category 3 licensees were reported in aggregate on a quarterly basis for both payroll and vendor spending and included total counts of workers, as well as total counts of women, minority workers, and veterans. Before the introduction of sports betting, this table has previously been reported in terms of total employment counts using operator data from the casinos. Due to the differences in data collection, averages and totals for Category 1, Casino, and Category 3 are reported in terms of quarterly averages across the industry to enable comparison and create consistency.

Quarterly averages across the industry are created by summing employment or vendors across the industry in a single quarter and averaging across the four quarters to get to a quarterly average.

Due to the nature of operations at the retail sports betting locations, which operate within the casinos, and crossover among the workforce between sports betting and casino workers, category 1 licensees and casino operators are reported together as one aggregate workforce.





CASINOS & CATEGORY 1		
	Total	Massachusetts
<b>Annual Average Payroll Employment</b>		
Total	5,108	4,390
Women*	2,248	1,932
Minorities**	2,825	2,496
Veterans***	192	163

\*An average of 9 workers did not volunteer to identify with a gender. This includes 6 Massachusetts workers.

\*\*An average of 626 workers did not volunteer to identify with a race group. This includes 557 Massachusetts workers.

\*\*\*An average of 67 workers did not volunteer to identify their veteran status. This includes 49 Massachusetts workers.

<b>Total Annual Wages</b>		
Total	\$ 262,418,375	\$ 223,730,121
Women <sup>1</sup>	\$ 108,794,804	\$ 93,338,753
Minorities <sup>2</sup>	\$ 139,848,463	\$ 122,554,837
Veterans <sup>3</sup>	\$ 10,503,356	\$ 8,808,331

<sup>1</sup>\$421,331 in wages were paid to workers who did not volunteer to identify with a gender. This includes \$167,379 to Massachusetts workers.

<sup>2</sup>\$31,975,908 in wages were paid to workers who did not volunteer to identify with a race group. This includes \$28,474,030 to Massachusetts workers.

<sup>3</sup>\$3,361,761 in wages were paid to workers who did not volunteer to identify their veteran status. This includes \$2,036,098 to Massachusetts workers.

<b>Total Annual Vendor Spend</b>		
Total	\$ 180,473,043	\$ 103,543,369
WBE	\$ 14,976,520	\$ 9,060,077
MBE	\$ 11,707,700	\$ 7,976,615
VBE	\$ 2,275,961	\$ 2,130,503



**EXECUTIVE STAFF**  
**(As of June 30, 2024)**

Dean Serpa  
Executive Director

Bruce Band  
Director of Sports Wagering

Burke Cain  
Gaming Agents Division Chief

Monica Chang  
Chief of Financial Investigations

Joe Delaney  
Chief of Community Affairs

Todd Grossman  
General Counsel

Kathleen Kramer  
Chief Enforcement Counsel

Derek Lennon  
Chief Financial Officer

Caitlin Monahan  
Director of Investigations and Enforcement Bureau

Katrina Jagroop-Gomes  
Chief Information Officer

Dr. Alexandra Lightbown  
Chief Veterinarian and Director of Racing

Thomas Mills  
Chief of Communications

David Muldrew  
Chief People and Diversity Officer

Kara O'Brien  
Chief of Licensing

Mark Vander Linden  
Director of Research and Responsible Gaming

**COMMISSION STAFF**

Grace Robinson  
Chief Administrative Officer to the Chair



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