



NOTICE OF MEETING AND AGENDA

Pursuant to the Massachusetts Open Meeting Law (G.L. c. 30A, §§ 18-25), and St. 2025, c. 2, notice is hereby given of a public meeting of the **Massachusetts Gaming Commission**. The meeting will take place:

Thursday | October 23, 2025 | 10:00 a.m.

VIA REMOTE ACCESS: 1-646-741-5292

MEETING ID/ PARTICIPANT CODE: 112 876 4772

All meetings are streamed live at www.massgaming.com.

Please note that the Commission will conduct this public meeting remotely utilizing collaboration technology. Use of this technology is intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public. If there is any technical problem with the Commission's remote connection, an alternative conference line will be noticed immediately on www.massgaming.com.

All documents and presentations related to this agenda will be available for your review on the morning of the meeting date by visiting our website and clicking on the News header, under the Meeting Archives drop-down.

PUBLIC MEETING - #570

1. Call to Order – Jordan Maynard, Chair
2. Meeting Minutes
 - a. April 30, 2024 **VOTE**
 - b. June 6, 2024 **VOTE**
 - c. September 25, 2025 **VOTE**
 - d. September 30, 2025 **VOTE**
3. Administrative Update – Dean Serpa, Executive Director
 - a. Award for social and economic research – Mark Vander Linden, Director of Research and Responsible Gaming
4. Research and Responsible Gaming – Mark Vander Linden, Director of Research and Responsible Gaming
 - a. GameSense Quarterly Report – Long Banh, Program Manager; Michael Tuplin, COO – MACGH; Amy Gabrila, Director of Player Health – MACGH; Ray Fluette, Director of GameSense Operations – MACGH; Jodie Nealley, Director of Recovery Services, MACGH

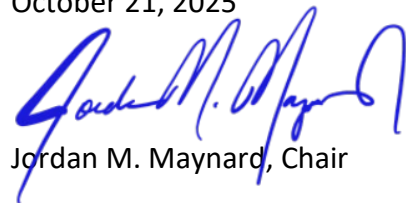


Massachusetts Gaming Commission

5. Legal – Justin Stempeck, Interim General Counsel
 - a. 205 CMR 234.09: Term of Sports Wagering Vendor License or Registration; Renewal – Discussion and Review of Regulation Amendment and Small Business Impact Statement for authorization for emergency enactment and to begin the promulgation process by Commission – Melanie Foxx, Associate General Counsel, Kathleen Kramer, Assistant Director of the IEB **VOTE**
6. Commissioner Updates
7. Other Business - Reserved for matters the Chair did not reasonably anticipate at the time of posting.

I certify that this Notice was posted as “Massachusetts Gaming Commission Meeting” at www.massgaming.com and emailed to regs@sec.state.ma.us. Posted to Website: October 21, 2025 | 10:00 a.m. EST

October 21, 2025



Jordan M. Maynard, Chair

If there are any questions pertaining to accessibility and/or further assistance is needed, please email Grace.Robinson@massgaming.gov.



Massachusetts Gaming Commission

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Massachusetts Gaming Commission Meeting Minutes

Date/Time: April 30, 2024, 9:00 a.m.
Place: Massachusetts Gaming Commission

VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 772 9711

The Commission conducted this public meeting remotely utilizing collaboration technology. The use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Interim Chair Jordan Maynard
Commissioner Eileen O'Brien
Commissioner Bradford Hill
Commissioner Nakisha Skinner

1. [Call to Order](#) (00:10)

Interim Chair Maynard called to order the 515th Public Meeting of the Massachusetts Gaming Commission ("Commission"). Roll call attendance was conducted, and all four Commissioners were present for the meeting.

2. [Meeting Minutes](#) (00:39)

a. [July 12, 2023](#) (00:46)

The public meeting minutes for July 12, 2023 are included in the Commissioners' Packet on pages 4-11.

Interim Chair Maynard moved that the Commission approve the minutes from the July 12, 2023 public meeting held at 10:00 AM and the July 12, 2023 public meeting held at 3:00 PM as included in the Commissioners' Packet and discussed here today, subject to any necessary corrections for typographical errors, or any other non-material matters. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

3. [Administrative Update](#) (01:22)

- a. [Update on MGC sponsored conference “Using Research to Rewrite the Playbook: Examining the Social Impacts of Sports Betting and the Changing Gambling Landscape”](#) (02:28)

Research and Responsible Gaming Director Mark Vander Linden introduced the upcoming conference sponsored by the Commission. He described the agenda topics for the conference which included the following: a general population survey, sports betting harm minimization tools, unintentional impacts of sports betting, and the third-party exclusion of GameSense.

Commissioner O'Brien asked how the Commission could publicly highlight the conference. Communications Division Chief Thomas Mills stated that the Commission was going to make an additional push on the social media platforms to promote the event.

- b. [Update on Plainridge Park Casino Racing Opening Day](#) (07:51)

Racing Director and Chief Veterinarian Dr. Alexandra Lightbown introduced the update on the Plainridge Park Casino's Racing Opening Day. She described the number of horses and racers involved on the opening day, two new veterinary assistant hires, the paddock renovations, and the track inspection.

4. [Legislative Update](#) (11:02)

Commissioner Hill stated that there were no major changes to the Massachusetts state budget that affected the Commission since the last public meeting. He said that the only change which was adopted was that liquor licenses were to be issued through the Alcoholic Beverages Control Commission (“ABCC”) rather than the Commission. He further stated that the ABCC would oversee violations under those licenses and that the changes would affect all restaurants within the licensees' properties except the bars located on the gaming floors.

Commissioner O'Brien asked if Commissioner Hill had any interactions with the Investigation and Enforcement Bureau (“IEB”) on the issue of enforcement challenges due to some establishments which would be enforced by the ABCC and others by the Commission. Commissioner Hill stated that those conversations were ongoing and that there were outstanding questions on the enforcement proceedings. Commissioner O'Brien stated that she saw challenges to enforcement proceedings if there were two different licensing and disciplinary bodies involved in a transaction in a confined physical space. Commissioner Hill said that the original idea

behind the proposed language involved a partnership between the ABCC and the Commission, but the adopted language did not exhibit that.

Commissioner Skinner recalled a previous conversation about the statutory language that would transfer the noted responsibilities from the Commission to the ABCC which resulted in the Executive Director signing a letter addressing the issue. Interim Chair Maynard asked for a briefing on the issue as discussed in the past, including any differences with the present version and the options for a response.

5. [Research and Responsible Gaming](#) (35:00)

Transcriber's note: Discussion of this Agenda Item occurred after the discussion of Agenda Item number 7.

a. [GameSense FY24 Third Quarter Report](#) (35:24)

Program Manager Long Banh, Chief Operating Officer at the Massachusetts Council on Gaming and Health ("MACGH") Chelsea Turner, GameSense Manager at MACGH Amy Gabrila, GameSense Advisor at MACGH Veronia Shumway, and Recovery Services Director at MACGH Jodie Nealley presented the GameSense Fiscal Year 2024 third quarter report with topics including the following: interaction numbers, employee stories, Problem Gambling Awareness Month, diversity, Champion Awards, community outreach, and GamLine statistics. *The presentation is found on pages 13 through 35 of the Commissioners' Packet.*

Transcriber's note: The Commission went on a prolonged break at [1:25:28](#) while Interim Chair Maynard tended to another matter. The Commission returned at [3:58:36](#).

Interim Chair Maynard announced the return of the Commission. Roll call attendance was conducted, and all four Commissioners were present for the meeting.

b. [Discussion of MGC exploring participation in national VSE Program](#) (3:59:28)

Director Vander Linden stated that he wanted to gauge the Commission's interest in engaging with other states and IdPair, Inc. to develop a national voluntary self-exclusion ("VSE") program. He presented the information on the national VSE program, *which is found on pages 36 to 37 of the Commissioners' Packet.*

Commissioner Hill agreed with the concept and asked why there was an annual \$100,000 cost for Massachusetts. Director Vander Linden stated that it was for the development of and the ongoing support for the system and would adjust over time as more states join the program.

Commissioner Hill stated that the initial thought was that the program would involve primarily New England. Director Vander Linden said that it would be easier to start the program regionally by partnering with a cluster of states. Commissioner Hill clarified that the funding for the program would come out of the Commission's budget and asked if this was a conversation for Fiscal Year 2026. Director Vander Linden stated that his current Fiscal Year 2025 budget did not

have the program funding built into it. He stated that the proposed program would need further attention to get a critical number of New England states to agree to join.

Commissioner O'Brien asked if there was going to be uniformity regarding removal from the VSE program across states and asked Director Vander Linden to look into the similar implementation details.

Interim Chair Maynard stated his support for the idea and the importance of outlining the details for the implementation of a national program.

6. [Sports Wagering Division](#) (4:14:52)

a. [House Rules Update: DraftKings](#) (4:15:20)

Sports Wagering Operations Manager Andrew Steffen presented a request for a house rules update by Crown MA Gaming, LLC d/b/a DraftKings ("DraftKings"). *A memorandum on the update and the proposed changes are found on pages 38 through 51 of the Commissioners' Packet.* He stated that the Sports Wagering Division confirmed that all the requirements were met under 205 CMR 247.02 and that they had no reservations on approving the changes.

Interim Chair Maynard asked how the change in the name from "daily prop" to "daily special" worked. Manager Steffen stated that it was solely a name change of the category and functioned without any substantive changes.

Commissioner O'Brien asked if the Fédération Internationale de Football Association ("FIFA") had a definition of an "own goal." Manager Steffen stated that while FIFA might not have had a definition, the house rules most likely did. Manager Steffen stated that he would confirm the existence of the definition and would return to the Commissioners.

Commissioner Hill moved that the Commission approve the updates to DraftKings' house rules as included in the Commissioners' Packet and discussed here today. Commissioner Skinner seconded the motion.

Commissioner O'Brien added a friendly amendment stating that if Manager Steffen clarified the absence of a definition for an own goal, then the issue would be brought back to the Commission. Commissioner Hill accepted the amendment.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Manager Steffen stated that the Sports Wagering Division would look into the DraftKings' house rules for a definition of an "own goal" and would ask DraftKings to update the house rules if the definition was not in there.

- b. [Request for approval of AccessIT Group, Inc. as Qualified Independent Technical Expert in accordance with 205 CMR 243.01\(1\)\(x\) \(4:23:32\)](#)

Gaming Technical Compliance Manager Cristian Taveras presented a request for approval of AccessIT Group, Inc. as a new independent technical expert. *The memorandum on the request is found on page 52 of the Commissioners' Packet.* He clarified that while the applicant had less than five years of experience in auditing event wagering systems, the applicant did have more than five years of experience in auditing casino and online platform systems. He stated that despite that, the IT department still recommended approval of this request.

Commissioner Skinner stated that since there was no waiver request to allow the applicant to be approved as a technical expert, as they did not meet the requirement to have five years of experience in auditing event wagering systems under 205 CMR 243.01(x)(2), she did not feel comfortable approving the request. She noted that her more substantive question about the necessity of a new technical compliance auditor was moot if procedurally the Commission could not vote on the request today.

Commissioner Hill asked if anyone from the Legal Division was able to clarify the issue behind the request. General Counsel Todd Grossman stated that the five year experience requirement was not a statutory requirement, and the Commissioners were able to grant a variance from the Commission's regulation. Commissioner Hill stated that he did not feel comfortable supporting the vote for approval.

Interim Chair Maynard asked if there was any pending work which required the new independent technical expert. Manager Taveras stated that the applicant was contracted by American Wagering, Inc. d/b/a Caesars Sportsbook ("Caesars") to perform the technical audit. He added that the Operators sometimes preferred using different auditors every year to ensure that the Operators' systems were up to date. Commissioner O'Brien asked when the Caesars' audit was due and if the applicant had begun that work. Manager Taveras said that the audit was due in June and that the applicant was not yet involved in the work.

Manager Taveras stated that the applicant met all the other requirements and certifications. Commissioner Hill stated that he had no problem supporting the approval, but the regulations did not allow it. Interim Chair Maynard noted that the Commission was able to grant a waiver, but he would need to take more time to review the issue. Commissioner Skinner stated that the third option was to deny the request. She further stated that the request for a waiver should come from the vendor. Commissioner O'Brien stated that she did not want to move to deny the request and that Manager Taveras should return to the vendor to discuss the options. Commissioner Skinner asked if the waiver would be received from the Operator or the vendor. General Counsel Grossman stated the request for a waiver from the regulatory requirement should be received from the vendor.

7. [Legal](#) (17:36)

Transcriber's note: Discussion of this Agenda Item occurred before the discussion of Agenda Item numbers 5 and 6.

- a. [Discussion of Draft Amendments to Ohio Administrative Code Rule 377516-09: Promotions and Bonuses prohibiting promotions and bonuses unrelated to gaming transactions and Discussion of Provisions of 205 CMR 256 Related to Promotions and Bonuses](#) (18:12)

Deputy General Counsel Carrie Torrisi introduced the Commissioners' request to discuss Ohio's draft regulation related to non-gaming promotions by Sports Wagering Operators. *The draft regulation from Ohio and supporting documents are found on pages 53 through 77 of the Commissioners' Packet.* She noted that the regulation had not been yet adopted by the Ohio Casino Control Commission ("OCCC") as they were reviewing public comments.

Partner at Anderson & Kreiger LLP Mina S. Makarious compared the Massachusetts regulations in 205 CMR 256.05-07 to the proposed amendment to the Ohio Administrative Code. He further provided a summary of the comments received by OCCC, which included support from the Campaign for Fairer Gambling and concerns from the Sports Wagering Operators.

Commissioner O'Brien wanted to see the language that would be implemented if the Commission decided to adopt the regulation. She also invited the Operators in Massachusetts to provide feedback and specific language to the Commission. She stated that her motivation behind the conversation on the regulation was to ensure that the Operators weren't exposing underage sports fans to sports betting. She added that she wanted to have a conversation about the possibility of a burst in broad marketing. Interim Chair Maynard stated that he did not want to lose the language in the regulation that prohibited advertisements targeting underage sports fans.

Commissioner Skinner stated that it was important not to consider any regulation changes in an isolated manner and stated the importance of hearing from the Operators.

Interim Chair Maynard asked what the Ohio comment period was. Mr. Makarious stated that the OCCC was not accepting new comments and was reviewing the submitted comments.

Deputy General Counsel Torrisi asked what type of feedback the Commissioners would like to see from the Operators. Commissioner O'Brien stated that a written response or a conversation would be the initial step.

8. [Community Affairs Division](#) (4:36:41)

- a. [Community Mitigation Fund Applications](#) (4:37:04)
 - i. [Foxborough](#) (4:37:22)

Chief of Community Affairs Joe Delaney presented the Municipal Block Grant Application from the Town of Foxborough. He stated that it was a joint application with the Town of Plainville and the Town of Wrentham for a Regional Destination Marketing Initiative. *A summary of the application is found on page 79 of the Commissioners' Packet.* He explained that the Town of Foxborough requested a waiver to receive a higher amount of funding based on the combined efforts of all three towns. He stated that the Review Team did not recommend granting a waiver but did recommend the full funding.

Commissioner Hill moved that the Commission approve the Community Mitigation Fund Application of Foxborough for \$64,500 as included in the Commissioners' Packet and as discussed here today. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

ii. [Plainville](#) (4:41:35)

Chief Delaney presented the Municipal Block Grant Application from the Town of Plainville. *A summary of the application is found on page 80 of the Commissioners' Packet.* He stated that the Review Team agreed that the projects for solar powered traffic monitoring devices and smart flares and the Regional Destination Marketing Initiative addressed the identified casino-related impacts and recommended the full funding.

Commissioner Skinner moved that the Commission approve the Community Mitigation Fund Application of Plainville for \$153,300 as included in the Commissioners' Packet and as discussed here today. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

iii. [Wrentham](#) (4:43:54)

Chief Delaney presented the Municipal Block Grant Application from the Town of Wrentham. *A summary of the application is found on page 81 of the Commissioners' Packet.* He stated that the Review Team agreed that the projects for the Regional Destination Marketing Initiative and de-escalation and use of force training addressed the identified casino-related impacts and recommended the full funding.

Commissioner Skinner moved that the Commission approve the Community Mitigation Fund Application of Wrentham for \$76,800 as included in the Commissioners' Packet and as discussed here today. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

iv. [Attorney General's Office](#) (4:46:17)

Chief Delaney presented the Regional Public Safety Agency Grant Application from the Massachusetts Attorney General's Office. *A summary of the application is found on page 82 of the Commissioners' Packet.* He stated that the Review Team agreed that the proposed project to address casino-linked domestic violence addressed the identified casino-related impacts and recommended the full funding.

Commissioner Hill stated his concern that there was a possibility for cuts to the Community Mitigation Fund program and that continued funds for the new project may not be available. Chief Delaney stated that the Massachusetts Attorney General's Office would look for other sources of funding if the funding from the Community Mitigation Fund was not provided. Commissioner O'Brien added that the person involved with this project would have access to the state-wide grand jury which would help with the continuity of prosecutions.

Commissioner O'Brien moved that the Commission approve the request by the Attorney General's Office in the amount of \$250,000 to be paid consistent with the Regional Public Safety Agency Grant Application contained in the Commissioners' Packet and discussed here today. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

v. [Hampden County District Attorney's Office](#) (4:52:44)

Chief Delaney presented the Regional Public Safety Agency Grant Application from the Hampden County District Attorney's Office. *A summary of the application is found on page 83 of the Commissioners' Packet.* He stated that the Review Team agreed that the project for public safety personnel assistance addressed the identified casino-related impacts and recommended full funding.

Commissioner Hill moved that the Commission approve the Community Mitigation Fund Application of the Hampden County District Attorney for \$75,000 as included in the Commissioners' Packet and discussed here today. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

vi. [Suffolk County District Attorney's Office](#) (5:06:00)

Transcriber's note: Discussion and vote for this Agenda Item occurred after the discussion and vote for the Agenda Item 8(a)(vii).

Chief Delaney presented the Regional Public Safety Agency Grant Application from the Suffolk County District Attorney's Office. *A summary of the application is found on page 85 of the Commissioners' Packet.* He stated that the Review Team agreed that the project which involved hiring an Assistant District Attorney to the Human Trafficking and Exploitation Unit and the purchase of related equipment and software addressed the identified casino-related impacts and recommended full funding.

Commissioner Skinner moved that the Commission approve the Community Mitigation Fund Application of the Suffolk County District Attorney for \$106,900 as included in the Commissioners' Packet and as discussed here today. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

vii. [Hampden County Sheriff's Department](#) (4:54:40)

Chief Delaney presented the Regional Public Safety Agency Grant Application from the Hampden County Sheriff's Department. *A summary of the application is found on page 84 of the Commissioners' Packet.* He stated that the Review Team agreed that the project to provide assistance to offset lease costs addressed the identified casino-related impacts and recommended full funding.

Commissioner Hill suggested that the Sheriff's Department appear at a Commission meeting to discuss the Sheriff's Department's plans for the time when the lease ended. Chief Delaney stated that the Sheriff's Department had an automatic renewal for their lease. Commissioner O'Brien

stated that she did not want the Sheriff's Department to assume the approval of the funding by the Commission. Chief Delaney stated that the Sheriff's Department did include the request for money in the budget and did not apply for other funding sources. Commissioner O'Brien added that this was the last time she would vote for approval of this application unless there was a substantial change in the request. Chief Delaney stated that when the Commission's budget was finalized, there would be more clarity on the availability of Community Mitigation Funds. Commissioner Skinner agreed and noted that the Commission needed to look further into some of the proposed projects and their connections with the mitigation efforts. Chief Delaney stated that the Commission needed to give the Hampden County Sheriff's Department as much time in advance as possible if they would no longer be funding this project. Interim Chair Maynard stated his support for the allocation of the funding.

Commissioner Hill moved that the Commission approve the Community Mitigation Fund's Application of the Hampden County Sheriff's Department for \$400,000 as included in the Commissioners' Packet and discussed here today. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

viii. [Metropolitan Area Planning Council](#) (5:08:35)

Program Manager Lily Wallace presented the Regional Planning Agency Grant Application from the Metropolitan Area Planning Council. *A summary of the application is found on pages 86-87 of the Commissioners' Packet.* The proposed projects included the following: the Chelsea to Everett Greenway Connector, a regional marketing and tourism initiative, and a small business resiliency and growth support plan. She stated that the Review Team agreed that the projects addressed the identified casino-related impacts and recommended full funding with conditions related to the small business support plan.

Commissioner Hill moved that the Commission approve the Community Mitigation Fund Application of the Metropolitan Area Planning Council for \$250,000 as included in the Commissioners' Packet and discussed here today. Commissioner O'Brien seconded the motion.

Commissioner O'Brien proposed a friendly amendment that the approval be further subject to the conditions noted in the Commissioners' Packet. Commissioner Hill accepted the friendly amendment.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

ix. [Southeastern Regional Planning & Economic Development District](#) (5:14:06)

Ms. Wallace presented the Regional Planning Agency Grant Application from the Southeastern Regional Planning & Economic Development District. *A summary of the application is found on page 88 of the Commissioners' Packet.* She stated that the Review Team agreed that the project of an arts and culture tourism plan addressed the identified casino-related impacts and recommended full funding.

Commissioner O'Brien moved that the Commission approve the request for the use of \$234,000 in Community Mitigation Fund money by the Southeastern Regional Planning & Economic Development District as included in the Commissioners' Packet and discussed here today. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

x. [Pioneer Valley Planning Commission](#) (5:15:50)

Ms. Wallace presented the Regional Planning Agency Grant Application from the Pioneer Valley Planning Commission. *A summary of the application is found on page 89 of the Commissioners' Packet.* She stated that the Review Team agreed that the project of a study on BIPOC (Black, Indigenous, People of Color) and women-owned micro and small businesses addressed the identified casino-related impacts and recommended full funding.

Commissioner O'Brien moved that the Commission approve the request by Pioneer Valley Planning Commission for Community Mitigation Fund monies in the amount of \$98,400 as included in the Commissioners' Packet and discussed here today. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Commissioner O'Brien moved that the Commission staff be authorized to execute grant instruments commemorating the awards that were approved today in accordance with 205 CMR 153.04. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

9. [Commissioner Updates](#) (5:19:42)

Commissioner O'Brien thanked the Gaming Labs International's staff and the Commission's staff for their participation in the conference which was held in Las Vegas.

10. [Other Business](#) (5:20:30)

Hearing no other business, Interim Chair Maynard requested a motion to adjourn.

Commissioner O'Brien moved to adjourn. The motion was seconded by Commissioner Skinner.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

List of Documents and Other Items Used

1. [Notice of Meeting and Agenda](#) dated April 26, 2024
2. [Commissioners' Packet](#) from the April 30, 2024, meeting (posted on massgaming.com)

Massachusetts Gaming Commission

Meeting Minutes



Date/Time: June 6, 2024, 10:00 a.m.
Place: Massachusetts Gaming Commission

VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 111 531 2707

The Commission conducted this public meeting remotely utilizing collaboration technology. The use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Interim Chair Jordan Maynard
Commissioner Eileen O'Brien
Commissioner Bradford Hill
Commissioner Nakisha Skinner

1. [Call to Order](#) (0:08)

Interim Chair Jordan Maynard called to order the 520th Public Meeting of the Massachusetts Gaming Commission ("Commission"). Roll call attendance was conducted, and all four Commissioners were present for the meeting.

2. [Meeting Minutes](#) (0:38)

Interim Chair Maynard moved that the Commission approve the minutes from the December 8, 2022 and the December 13, 2022 public meetings as included in the Commissioners' Packet and discussed here today, subject to any necessary corrections for typographical errors or other non-material matters. Commissioner Hill seconded the motion.

Roll call vote:

<i>Commissioner O'Brien:</i>	<i>Aye.</i>
<i>Commissioner Hill:</i>	<i>Aye.</i>
<i>Commissioner Skinner:</i>	<i>Aye.</i>
<i>Interim Chair Maynard:</i>	<i>Aye.</i>

The motion passed unanimously, 4-0.

3. [Administrative Update](#) (2:05)

Executive Director Dean Serpa requested to forfeit his time in consideration of the length of the meeting.

4. [Legislative Update](#) (2:57)

Commissioner Hill stated that the Legislature was going through a conference committee process for the budget and that he would provide an update after the conclusion of this process.

5. [Independent Monitor Report](#) (3:29)

Miller & Chevalier Chartered representative Alejandra Montenegro Almonte stated that she was pleased to report on the state of the fifth and final phase of the Wynn Resorts, Limited and Wynn MA, LLC monitorship. *The written report was included in the Commissioners' Packet on pages 40 through 130.* She presented topics included in the report which included the following:

Decision and Order, Baseline Assessment of the Company's Risk Profile, Company Enhancements to HRCF prior the commencement of the monitorship, the Monitorship Process, Goals of the Monitorship, the Culture of Compliance and Conduct at the Top, Proper Authority, Oversight and Independence, Policies and Procedures, Training and Guidance, Internal Reporting and Investigations, Risk Based Review, Monitoring and Testing, Control Environment, and finally Concluding Observations.

Commissioner O'Brien stated that the monitorship was a critical license condition for her. She clarified that the team felt that the company had satisfied the condition and that the recommendation was to wrap up the monitorship before its expiration in September. Ms. Montenegro Almonte confirmed that the company had met all conditions of the monitorship, and the official recommendation was to end monitorship. Interim Chair Maynard added that he felt that Wynn would continue their great work after this monitorship ended.

Transcriber's Note: The Commission took a break at [1:49:54](#) and resumed the meeting at [1:56:55](#).

6. [Community Affairs Division](#) (1:57:09)

a. [Quarterly Reports](#) (1:57:19)

I. [Plainridge Park Casino](#) (1:57:48)

General Manager at Plainridge Park Casino ("PPC") North Grounsell introduced the PPC staff on the call to present their quarterly report: VP of Finance Heidi Yates-Akbaba and VP of Human Resources Kathy Lucas. The topics presented included the following: Retail Sports Wagering Revenue and Taxes, Gaming Revenue and Taxes, Lottery Sales, Total Spending by State and Locality, Diverse Spending, Compliance, Employment, and PPC Cares. *The PPC*

Quarterly Report presentation can be found in the Commissioners' Packet on pages 131 through 145.

II. [MGM](#) (2:11:12)

VP and Legal Counsel at MGM Springfield Gus Kim thanked the Commission for the opportunity to present their quarterly report.

VP of Finance Arlen Carballo, Compliance Director Daniel Miller and Director of Public Affairs Beth Ward presented topics in the quarterly report which included the following: Q1 2024 Gaming Revenue 2024 and Taxes, 2024 year over year Gaming Revenue & Taxes, Q1 2024 Sports Wagering Revenue, Q1 2024 Lottery Revenue, 2024 year over year Lottery Sales, 2024 Local Spend, Q1 2024 Diversity Spend, 2024 Local Spend, Q1 2023 Compliance, Q1 2024 Compliance, 2024 Employment Numbers, Q1 Workforce & Hiring Initiatives, Q1 2024 Community Outreach and Special Events, and finally Community Impact, and Entertainment. *The MGM Quarterly Report can be found in the Commissioners' Packet on pages 146 through 171.*

Commissioner Skinner asked what initiatives were in place to increase the Diversity Spend. VP Carballo responded that MGM was working hard to increase those numbers and that they have partnered with the Greater New England Minority Diversity Counsel and the Western Massachusetts Economic Development Counsel to find new diverse vendors.

Commissioner O'Brien asked about the circumstances of incidents involving children found on the gaming floor. Compliance Director Miller stated that those incidents occurred because of momentary lapses by parents who did not see a sign or were not stopped by an officer.

Commissioner Skinner commended MGM for their community outreach programs.

III. [Encore Boston Harbor](#) (2:32:28)

Chief of Community Affairs Joe Delaney introduced the Encore Boston Harbor ("EBH") staff present in the meeting: Senior Vice President and General Counsel Jacqui Krum and Executive Director of Security and Investigations Tom Coffey. The presentation of the Q1 2024 Quarterly Report included the following topics: Gaming Revenue and Taxes, Sports Wagering Revenue and Taxes, Year Over Year Lottery Sales, Workforce Composition, Diversity Operating Spend, Year Over Year Diversity Operating Spend, Local Operating Spend, Year Over Year Local Operating Spend, Compliance, Human Resources Initiatives, and Promotions, Marketing, Special Events and Volunteerism. *The EBH Quarterly Report presentation can be found in the Commissioners' Packet on pages 172 through 208.*

Commissioner O'Brien asked about the incidents of underage gaming that were reported. Executive Director Coffey responded that the incidents involved the use of another individual's passport and underage drinking.

Commissioner Skinner commended EBH for their community outreach and volunteer programs.

b. Community Mitigation Fund Applications (3:26:12)

I. Boston (3:26:32)

Chief Delaney stated that Boston requested over \$2.6 million from the Community Mitigation Fund but that a grant of \$2,322,200 was recommended. He stated that partial fundings was recommended for Boston's proposed Public Safety project which included requests from several internal bureaus, including the Human Trafficking Unit, the Fatal Collision and Accident Investigation Team, the Drug Control Unit, the Fugitive Apprehension Unit, the Youth Violence Strike Force, Districts A1 and A15, and finally overtime for B2 District detectives. He added that Boston's application also included requests for funding for transportation and construction costs. Chief Delaney stated that the final component of the application was for a gambling harm reduction project in the form of a youth gambling study.

Commissioner Hill moved that the Commission approve the City of Boston's application for funding from the Community Mitigation Fund in the amount of \$2,322,200 for the purposes described in the submitted applications and the material included in the Commissioners' Packet and for the reasons described therein and discussed here today; and further, that the Commission staff be authorized to execute a grant instrument commemorating these awards in accordance with 205 CMR 153.04. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

II. Everett (3:42:37)

Chief Delaney stated that Everett requested \$3.485 million from the Community Mitigation Fund; however, the recommendation was for \$2,403,400. He added that a waiver would be required for the requested amount, which Everett did submit, but that this was not necessary if the Commission approved the recommended amount. Chief Delaney stated that he did not recommend approving some of the proposed projects, including the following: the construction of the Main Street Meadows Park or purchase of a Fire Department ambulance. He recommended approving full funding for Everett Pedestrian Square and Transit improvements, support for the Lower Mystic Transportation Management Association, Police Overtime and Hardware and Software Upgrades, Active Shooter Training, and Training for Fireboats. He noted that partial funding was recommended for the Encore corridor upgrades. The final component of the application was for a gambling harm reduction project which the city asked to be withdrawn.

Commissioner Skinner asked about the ShotSpotter portion of the request, stating that the technology faced accusations of violating civil rights. Chief Delaney responded that this was in use city-wide and met the Commissions guidelines; however, it could be subtracted from the

funding if the Commission agreed that it was necessary to do so. Commissioner Skinner reemphasized that there were significant allegations related to the use of the ShotSpotter technology and suggested that the Commission should not vote to fund that portion of the grant.

Commissioner O'Brien asked for some information on what the ShotSpotter technology is and also whether the Everett had been subject to any lawsuits or allegations related to its use given its implementation in other parts of the city.

Enforcement Counsel Zachary Mercer stated that the technology was widely used in Everett with the expectation that it would be added to the area around the casino. He explained that it uses sound technology to identify gun shots. He stated that he did not have information on pending litigation involving it and Everett as the review team had only confirmed that this would address a casino-related impact.

Interim Chair Maynard stated that this was a policy question for the Commission to consider.

Commissioner Hill suggested that a representative expert from Everett could speak to the Commission on this topic. Commissioner O'Brien and Interim Chair Maynard agreed that the amount of funding for the ShotSpotter technology could be deferred until the Commission had more information. Commissioner Skinner asked to look outside the City of Everett to understand the impact of this technology across communities.

Interim Chair Maynard summarized the questions that should be brought to the City of Everett before the Commission voted on this piece of their application.

Commissioner Hill moved that the Commission approve the City of Everett's application for funding from the Community Mitigation Fund in the amount of \$2,348,400 for the purposes described in the submitted applications and the material included in the Commissioners' Packet and for the reasons described therein and discussed here today. He further moved that the CMF Division of the Commission reach out to the City of Everett for answers to questions asked by the Commission regarding the ShotSpotter detection program; and further, that the Commission staff be authorized to execute a grant instrument commemorating these awards in accordance with 205 CMR 153.04. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

III. [Holyoke](#) (4:19:04)

Program Manager Lily Wallace stated that Holyoke requested \$294,000 from the Community Mitigation Fund; however, the recommendation was for \$219,500. The projects which were recommended for full funding included the following: the activation of a lot on Ray Street,

funding for the Explore Holyoke Website, continuation of the MGM shuttle service, event and marketing support, the Valley Bike Share Program, and a baseline gaming harm reduction survey. Full funding was recommended for proposed lighting installations as long as they are installed on city-owned property while partial funding was recommended for the cost of a membership to the Greater Springfield Convention and Visitors Bureau for the Holyoke Tourism Advisory Council. The final project which was not recommended for funding was for police overtime.

Commissioner Skinner moved that the Commission approve the City of Holyoke's application for funding from the Community Mitigation Fund in the amount of \$219,500 for the purposes described in the submitted applications and the material included in the Commissioners' Packet and for the reasons described therein and discussed here today; and further, that the Commission staff be authorized to execute a grant instrument commemorating these awards in accordance with 205 CMR 153.04. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

IV. [Saugus](#) (4:26:11)

Chief Delaney stated that the Town of Saugus requested \$200,000 from the Community Mitigation Fund, but the recommendation was for \$90,000. The recommended projects included the following: community planning for their Riverwalk, a targeted marketing campaign to attract visitors, and purchase of speed/message boards along with implementation of a public education campaign related to traffic enforcement. The projects which were not recommended for funding included the following: pedestrian safety improvements and an analysis of problem traffic locations. He noted that the Town did not provide requested information regarding the full scope of work or cost estimates for the projects, which the review team recommended as conditions on the projects.

Commissioner Skinner asked if the Commission had previously approved projects that lacked information on the final scope of work. Chief Delaney stated that the Commission had approved projects in this manner in the past and that he felt comfortable approving these projects.

Commissioner Hill moved that the Commission approve the Town of Saugus's application for funding from the Community Mitigation Fund in the amount of \$90,000 for the purposes described in the submitted applications and the material included in the Commissioners' Packet and for the reasons described therein and discussed here today; and further, that the Commission staff be authorized to execute a grant instrument commemorating these awards in accordance with 205 CMR 153.04. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.
Commissioner Hill: Aye.
Commissioner Skinner: Aye.
Interim Chair Maynard: Aye.
The motion passed unanimously, 4-0.

V. [Springfield](#) (4:34:09)

Manager Wallace stated that the proposed allocation from the Community Mitigation Fund to the City of Springfield was \$1.4 million, and the requested amount from Springfield was \$2.9 million. Funding was recommended for projects which included the following: Community Planning Project for signing and design, design and engineering work for the Main Street and Convention District public realm and connectivity project, police equipment, training and outreach, extrication tools, and the Springfield Young Adult Gambling project. Manager Wallace added that Springfield requested \$1.5 million to fund a mixed-use parking infrastructure. She stated that this amount combined with funding that was granted for the same project in the previous year would require a waiver.

Commissioner Hill asked about the progress of the mixed-use parking infrastructure. Chief Delaney stated that the project was underway.

Commissioner Skinner asked whether the timeline to start the project was in 2024 or 2025 based on the Commission's vote last year to award funding in connection with the parking infrastructure. Chief Delaney confirmed that the Commission voted to approve a waiver last year to allow the project to begin within two (2) years rather than the typical one (1) year allowed for projects of regional significance. Commissioner O'Brien and Interim Chair Maynard highlighted the significance of the project for the community.

Commissioner Hill moved that the Commission approve a waiver for the central mixed-use parking infrastructure project as requested by the City of Springfield for a total of \$1.5 million. Commissioner O'Brien seconded the motion.

Roll call vote:
Commissioner O'Brien: Aye.
Commissioner Hill: Aye.
Commissioner Skinner: Aye.
Interim Chair Maynard: Aye.
The motion passed unanimously, 4-0.

Commissioner O'Brien moved that the Commission approve the City of Springfield's application for funding from the Community Mitigation Fund in the amount of \$2,864,800 for the purposes described in the submitted applications and the material included in the Commissioners' Packet and for the reasons described therein and discussed here today; and further, that the Commission staff be authorized to execute a grant instrument commemorating these awards in accordance with 205 CMR 153.04. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Transcriber's Note: The Commission took a break at [4:55:37](#) and returned at [5:01:37](#).

7. [Investigations and Enforcement Bureau](#) (5:02:00)

a. [Briefing on noncompliance related to Temporary Category 3 Sports Wagering Licensee Betfair Interactive US LLC, d/b/a FanDuel Sportsbook, and discussion regarding next steps. Alleged noncompliance relates to wagers on an unauthorized event in violation of G. L. c. 23N, section 3, and 205 CMR 247.01\(2\)\(a\)\(2\)](#) (5:03:01)

Enforcement Counsel Mercer reviewed an alleged noncompliance incident involving temporary Category 3 Sports Wagering Licensee Betfair Interactive, US LLC, doing business as FanDuel Sportsbook, which implicated G.L. c. 23N, § 3 and 205 CMR 247.01(2)(a)(2). He explained that FanDuel accepted three (3) wagers on Boston College's participation in the NCAA Men's Basketball Tournament before the field was set. He noted that the wagers were voided and refunded.

Commissioner O'Brien stated that she felt that this was repetitive of prior cases and should be sent back to the IEB to handle. The other Commissioners agreed.

b. [Briefing on noncompliance matter related to Temporary Category 3 Sports Wagering Licensee Penn Sports Interactive, LLC, and discussion regarding next steps. Alleged noncompliance relates to misleading advertising in violation of 205 CMR 256.04\(6\)\(c\) and 205 CMR 256.04\(6\)\(d\)](#) (5:04:41)

Enforcement Counsel Mercer introduced the second matter of noncompliance involving temporary Category 3 Sports Wagering Licensee Penn Sports Interactive, LLC, doing business as ESPN Bet, implicating 205 CMR 256.04(6)(c) and 205 CMR 256.04(6)(d). He stated that the matter involved statements made by ESPN analyst Rece Davis in which he referred to wagering as a risk-free investment.

Commissioner O'Brien stated that she would like the IEB to do a deep dive into this matter and return before the Commission with a report. Commissioner Skinner agreed and added that this should be brought to the Commission as an adjudicatory hearing with the IEB acting as a witness. Commissioner Hill and Interim Chair Maynard agreed with the decision.

c. [Briefing on noncompliance matter related to Temporary Category 3 Sports Wagering Licensee Penn Sports Interactive, LLC, and discussion regarding next steps. Alleged noncompliance relates to wagers on unauthorized events in violation of 205 CMR 247.01\(1\) and 205 CMR 247.01\(2\)\(1\)](#) (5:07:33)

Enforcement Counsel Nate Kennedy introduced the third matter of noncompliance involving temporary Category 3 Sports Wagering Licensee Penn Sports Interactive, LLC. He stated that a monthly audit revealed wagering on leagues that were not approved by the Commission and which violated 205 CMR 247.01(1) and 205 CMR 247.01(2)(1).

Commissioner Hill stated that he would like to send the matter back to the IEB. Commissioner O'Brien added that she wanted to understand why the violation was not identified sooner. Commissioner Skinner agreed with her fellow Commissioners.

Interim IEB Assistant Director and Chief Enforcement Counsel Kathleen Kramer stated that they would be sure to address Commissioner O'Brien's concerns.

8. Finance (5:10:38)

a. FY25 Budget Review (5:10:57)

Chief Financial and Accounting Officer Derek Lennon presented recommendations for the Commission's FY25 Budget. *The materials related to the FY25 budget recommendations were included on pages 231 through 314 of the Commissioners' Packet.* He explained that they were recommending a budget of \$59.5 million funded from the Gaming Control Fund, the Racing Oversight and Development Fund, the Community Mitigation Fund, the Sports Wagering Control Fund and the Public Health Trust Fund. He added that he had met with licensees who requested a review and comparison of sports wagering in Massachusetts to other jurisdictions.

Commissioner Skinner asked if licensee feedback was factored into the budget. Chief Lennon stated that it was.

A discussion ensued about the potential addition of a legislative affairs position. Chief Lennon provided some background on historically where the position was held in the Commission, split between a staff member and a Commissioner. Commissioner Hill and Commissioner Skinner agreed that a split role should continue as there was not enough demand or volume for a full-time position. Commissioner O'Brien added that it was a valuable staff function and that thought should go into who should hold the position before budgeting any funds. Interim Chair Maynard stated that the Executive Director could take this under advisement.

9. Legal (5:37:10)

a. 205 CMR 16.00: Procedures for the Approval of a Simulcast-Only Facility – Discussion and Review of Proposed Regulation, and Amended Small Business Impact Statement for Final Review and Adoption (5:37:27)

Deputy General Counsel Justin Stempeck reviewed the proposed amendments to 205 CMR 16.00 regarding approval of a simulcast-only facility. He summarized the process for the approval of the regulation and the public comments received in response to the proposed

amendments. *A memorandum, draft of 205 CMR 16.00 and Amended Small Business Impact Statement was found on pages 315 to 333 of the Commissioners' Packet.*

Commissioner Skinner moved that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 16.00, as included in the Commissioners' Packet and discussed here today; and further, that the Commission staff be authorized to take the steps necessary to file the required documentation with the Secretary of the Commonwealth to finalize the regulation promulgation process. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

b. 205 CMR 257: Data Privacy – Discussion and Review of Regulation Amendments and Amended Small Business Impact Statement for Final Review and Adoption (2:47:42)

Transcriber's Note: Agenda Item 9(b) was taken out of order and discussed after Agenda Item 6(a)(III).

Deputy General Counsel Carrie Torrisi introduced amendments to 205 CMR 257 related to data privacy. She stated that she was seeking final approval to file the current version with the Secretary of State's Office. She pointed the Commissioners to the redlined portion of the regulation and added that the regulation was the same as what was approved for initial promulgation with the small exception of language added to 205 CMR 257.02. *A memorandum, draft of 205 CMR 257.00 and Amended Small Business Impact Statement was found on pages 334 to 349 of the Commissioners' Packet.*

Commissioner O'Brien moved that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 257 as included in the Commissioners' Packet and discussed here today; and further, that staff be authorized to take the steps necessary to file the required documentation with the Secretary of the Commonwealth to finalize the regulation promulgation process. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Transcriber's Note: The Commission took a break at 2:50:56 and resumed at 3:25:15 with Agenda Item 6(b).

10. Sports Wagering Division (5:41:18)

a. Request for approval to protect confidential information and personally identifiable information in another manner that is equally protective of the information in question pursuant to 205 CMR 257.03(4) (5:41:27)

Sports Wagering Business Manager Crystal Beauchemin introduced proposals from BetMGM and DraftKings related to 205 CMR 257.03(4) to approve another method to protect confidential and personally identifiable information. She reminded the Commission that their vote to approve the amendments to 205 CMR 257 would not go into effect until June 21, 2024. A vote to approve both operators' requests would ensure that they remain compliant. *A memorandum and materials related to both operator requests was included in the Commissioners' Packet on pages 349 through 356.*

Commissioner Skinner asked the Legal Division to break down the nature of the executive session for the operators.

General Counsel Todd Grossman stated that the regulation set a minimum standard for protection of patron data but allows for an alternative, secure way which may be proposed and approved by the Commission. He asked each operator to establish their knowledge of the regulation and explain why they have a different manner to protect such information which cannot be discussed in public.

I. BetMGM (5:48:38)

BetMGM representative Alexis Cocco stated that BetMGM had submitted public documents in connection with its request and recounted how BetMGM complies with security measures relating to patron information.

II. DraftKings (5:50:28)

DraftKings Manager of Government Affairs David Prestwood recounted how DraftKings complies with security measures and stated that he would outline data security protocols in executive session.

III. Executive Session (5:51:57)

Interim Chair Maynard read the following into the record: The Commission anticipates that it will meet in executive session in accordance with G.L. c. 30A, § 21(a)(7) and G. L. c. 4, § 7(26)(n) to review certain materials in connection with the sports wagering operators' processes and parameters for the protection of Confidential Information and Personally Identifiable Information, as these matters relate to cyber security in the Commonwealth, and the public disclosure of which is likely to jeopardize public safety or cyber security. He stated that the public session of the Commission meeting would reconvene at the conclusion of the executive session.

Commissioner Skinner moved to enter into executive session. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Transcriber's Note: The Commission entered executive session at [5:53:51](#) and returned at [6:40:23](#). A roll call vote was held, and all four Commissioners were present.

Interim Chair Maynard stated that the Commission would table these items for another meeting to seek additional information.

b. [Update to House Rules: FanDuel](#) (6:41:44)

Sports Wagering Operations Manager Andrew Steffen introduced new House Rules submitted by FanDuel. He stated that none of the changes were out of the ordinary and most were for settlement clarification. Finally, Manager Steffen confirmed that the Sports Wagering Division found that all requirements had been met pursuant to 205 CMR 247.02 and that the Division recommended approving the updates. *A memorandum and changes to the house rules were included on pages 356 to 362 of the Commissioners' Packet.*

Commissioner Hill moved that the Commission approve FanDuel's updates to its House Rules as included in the Commissioner's Packet and discussed here today. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

c. [Event Catalog Addition Requests](#) (6:46:09)

I. [Ladies Professional Golf Association \(LPGA\)](#) (6:46:15)

Manager Steffen introduced an event petition from Cesears's to add the LPGA to the event catalogue. He added that other operators had requested to add the LPGA to their sports books after this request was made. Manager Steffen confirmed that the Sports Wagering Division has found that all requirements had been met pursuant to 247.03 and that there were no reservations about adding the LPGA to the event catalogue. *A memorandum and copy of Caesars's petition were included on pages 362 to 376 of the Commissioners' Packet.*

Commissioner Hill moved that the Commission amend the official catalogue of events and wagers to include the Ladies Professional Golf Association as included in the Commissioners' Packet and discussed here today. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

II. Ladies European Tour (LET) (6:50:30)

Manager Steffen introduced an event petition from Caesars's to add the LET to the event catalogue. He stated that the rules were the same as the LPGA. Manager Steffen confirmed that the Sports Wagering Division had found that all requirements have been met pursuant to 247.03 and had no reservations on adding the LET to the catalogue. *A memorandum and copy of Caesars's petition were included on pages 377 to 283 of the Commissioners' Packet.*

Commissioner Hill moved that the Commission amend the official catalogue of events and wagers to include the Ladies European Tour as included in the Commissioners' Packet and discussed here today. Commissioner Skinner seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

11. Commissioner Updates (6:53:30)

Interim Chair Maynard requested to move the date and time of the next agenda setting meeting.

12. Other Business (6:54:56)

Upon inquiry from Interim Chair Maynard, no other business was noted. Commissioner Skinner moved to adjourn. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Interim Chair Maynard: Aye.

The motion passed unanimously, 4-0.

List of Documents and Other Items Used

1. [Notice of Meeting and Agenda](#) dated June 4, 2024.
2. [Commissioners' Packet from the June 6, 2024](#) meeting (posted on massgaming.com).



Massachusetts Gaming Commission Meeting Minutes

Date/Time: September 25, 2025, 10:00 a.m.
Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 391 3300

The Commission conducted this public meeting remotely utilizing collaboration technology. Use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Chair Jordan Maynard
Commissioner Eileen O'Brien
Commissioner Bradford Hill
Commissioner Paul Brodeur

1. [Call to Order](#) (00:00)

Chair Maynard called to order the 565th Public Meeting of the Massachusetts Gaming Commission ("Commission"). Roll call attendance was conducted, and four Commissioners were present for the meeting. Chair Maynard noted that Commissioner Skinner was not available for this meeting.

2. [Meeting Minutes](#) (00:38)

The March 14, 2024, April 11, 2024, June 20, 2024, August 1, 2024, and September 4, 2024 meeting minutes were included in the Commissioners' Packet on pages 3 through 67.

Commissioner Brodeur moved that the Commission approve the minutes from the following public meetings, as included in the meeting packet, subject to necessary edits for typographical errors or other non-material matters: March 14, 2024, April 11, 2024, June 20, 2024, and August 1, 2024. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.
Commissioner Hill: Aye.
Commissioner Brodeur: Abstain.
Chair Maynard: Aye.
The motion passed, 3-0 with one abstention.

Commissioner Brodeur moved that the Commission approve the minutes from the September 4, 2025 public meeting, subject to any necessary edits for typographical errors or other non-material matters. Commissioner O'Brien seconded the motion.

Roll call vote:
Commissioner O'Brien: Aye.
Commissioner Hill: Aye.
Commissioner Brodeur: Aye.
Chair Maynard: Aye.
The motion passed unanimously, 4-0.

3. Administrative Update (02:05)

a. Casino Update and Slot Machine and Denomination Breakdown Presentation –

IEB Gaming Agents Division Chief Burke Cain and Acting Casino Regulatory Manager Natalia Villareal presented the casino update which included the following topics: financial gaming obligations, comparison to prior years, and number of games offered by licensees. *The casino update presentation was included in the Commissioners' Packet on pages 68 through 71.*

Executive Director Dean Serpa commended Ms. Villareal for stepping into her role as the Acting Casino Regulatory Manager for MGM Springfield. Commissioner Hill and Chair Maynard echoed Executive Director Serpa's compliments.

4. Racing (08:05)

a. Standardbred Owners of MA Recognition

Director of Racing and Chief Veterinarian Dr. Alexandra Lightbown presented a request from Standardbred Owners of Massachusetts, Inc. ("SOM") to be approved as the organization representing Standardbred breeders to administer the Massachusetts Standardbred breeding program in accordance with G.L. c. 128, § 2(j). *A memorandum, the request submitted by SOM, and supporting documents were included in the Commissioners' Packet on pages 72 through 78.*

SOM's Treasurer and Secretary Nancy Longobardi explained that SOM had given out over \$3 million in purses in 2024 and planned to do the same amount in 2025. She stated that there were races across all divisions and many new Stake records had been set. Ms. Longobardi presented a short video highlighting the work performed by SOM.

Commissioner O'Brien stated that the video was great in that it shows the commitment required for the program and further, the program's contribution to diversity in the Massachusetts economy. Chair Maynard agreed.

Commissioner O'Brien asked where the video was posted. She expressed interest in being able to find it through a link on the Commission website. Ms. Longobardi stated that this was the first time the new video was shown and that it would be posted to SOM's website. Chief of Communications Thomas Mills stated that he would work to ensure that SOM's videos were linked to on the Commission website.

Commissioner Hill moved that the Commission approve the request of the Standardbred Owners of Massachusetts, Inc. to be recognized as the group of representative Standardbred breeders to administer the Massachusetts Standardbred breeding program and the Sire Stakes races for 2025 as included in the Commissioners' Packet and discussed here today. Commissioner Brodeur seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 4-0.

Ms. Longobardi thanked the Commission and suggested that the Commission come to some of the Stake races. Director Lightbown noted that the Racing Division has worked with SOM on requested extra testing and that it was a pleasure to work with them.

5. Sports Wagering Division (20:30)

a. Discussion regarding Sports Wagering Quarterly Report Presentation

Chief of the Sports Wagering Division Carrie Torrisi noted that at a prior public meeting, Commissioner Hill had requested that the Sports Wagering Division review how quarterly report presentations were done and how they could be updated. She stated that the process could be streamlined by shifting to a bi-annual presentation cycle or by curating the topics presented at each quarterly report. She noted that the memorandum in the Commissioner's Packet contained some ideas for the Commission to consider. *The memorandum regarding possible updates to sports wagering quarterly report presentations was included in the Commissioners' Packet on pages 79 through 80.*

Commissioner Hill stated that the quarterly report presentations had become stale due to the level of repetition each quarter. He stated that it might behoove the Commission to review the process and evaluate whether presentations are needed every three months or if the same information needs to be presented every quarter. He also noted that new topics could be discussed in the reports and presentations, such as technologies, partnerships, total monthly users, year-end review targets, and goals.

Commissioner Brodeur agreed and stated that he would prefer a more direct and efficient report presentation. He stated that the Commission could pick subsets of topics for each presentation and not require all topics every quarter.

Commissioner O'Brien agreed that the topics in the presentations could be toggled. She stated that she would want to see information regarding revenue, Know-Your-Customer processes, and underage compliance in every presentation. She expressed that she would want to hear from the Responsible Gaming Division as to whether there is any voluntary self-exclusion ("VSE") or play management tool information that should also be included in every presentation. She reiterated her support for streamlining the sports wagering quarterly report presentations.

Chair Maynard stated that the quarterly report presentations were important as they allowed the Commission to interface with the operators and communicate on a regular basis but that it was clear the presentation format needed to be updated. He stated that he wanted Commissioner Skinner to be able to weigh in on this topic when she was available. He stated that some topics could be reviewed every quarter and that other topics could be discussed every six months. He requested that Chief Torrisi review the topics included in the quarterly report presentations and return to the Commission with a recommendation.

Commissioner Hill requested that the Commission decide which topics would be presented in a given upcoming quarterly report presentation at the Commission's public agenda setting meetings. Chair Maynard reiterated his request that Chief Torrisi take the feedback provided by the Commission and consult with Executive Director Serpa to craft a proposal on how the Commission can move forward.

Chair Maynard stated that some operator presentations are more succinct than others, but the presentations could still be more streamlined overall. Commissioner Hill suggested that the report presentations be done every six months instead of every three months. Chair Maynard stated that he would wait for Chief Torrisi and Executive Director Serpa's recommendations before weighing in. Commissioner Brodeur stated that some information could be provided on a quarterly basis while the presentations are held every six months. Chair Maynard stated that presentations could also be done every four months. Commissioner O'Brien stated that she was fine with either approach.

Chief Torrisi stated that she would return to the Commission at a future meeting with recommendations.

6. [Legal](#) (34:08)

- a. 205 CMR 239.07: Audit of Operator Operations by Commission – Discussion and Review of Regulation Amendments and Amended Small Business Impact Statement for final adoption by Commission

Interim General Counsel Justin Stempeck presented proposed amendments to 205 CMR 239.07 regarding audits of operator operations by the Commission. *The Amended Small Business Impact*

Statement and redline draft of 205 CMR 239.07 were included in the Commissioners' Packet on pages 81 through 88.

Commissioner Hill moved that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 239.07 as included in the Commissioners' Packet and discussed here today, and further, that staff be authorized to take the steps necessary to file the required documentation with the Secretary of the Commonwealth to finalize the regulation promulgation process. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 4-0.

b. 205 CMR 3.11: General Rules & 205 CMR 3.14: Licenses, Registrations and Fees for Participants in Racing – Discussion and Review of Regulations and Amended Small Business Impact Statement for approval to send to the Clerk of Senate and House, and Final Review and Adoption (36:23)

Associate General Counsel Judith Young presented the proposed amendments to 205 CMR 3.11 and 205 CMR 3.14 relating to racing. *The Amended Small Business Impact Statement, redline draft of 205 CMR 3.11, and redline draft of 205 CMR 3.14 were included in the Commissioners' Packet on pages 89 through 95.*

Commissioner O'Brien moved that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 3.11 as included in the Commissioners' Packet and discussed here today, and further, that staff be authorized to take the steps necessary to file the required documentation with the Legislature and thereafter, the Secretary of the Commonwealth to finalize the regulation promulgation process, and moved similarly that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 3.14 as included in the Commissioners' Packet and discussed here today, and further, that staff be authorized to take the steps necessary to file the required documentation with the Legislature and thereafter, the Secretary of the Commonwealth to finalize the regulation promulgation process. Commissioner Hill seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 4-0.

c. 205 CMR 248.12: Account Withdrawals – Discussion and Review of Regulation Amendments and Amended Small Business Impact Statement for final adoption by Commission (40:08)

Staff Attorney Autumn Birarelli presented the proposed amendments to 205 CMR 248.12 regarding account withdrawals. *The Amended Small Business Impact Statement and redline draft of 205 CMR 248.12 were included in the Commissioners' Packet on pages 96 through 107.*

Commissioner Brodeur moved that the Commission approve the Amended Small Business Impact Statement and the draft of 205 CMR 248.12 as included in the Commissioners' Packet and discussed here today, and further, that staff be authorized to take the steps necessary to file the required documentation with the Secretary of the Commonwealth to finalize the regulation promulgation process. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 4-0.

7. Research and Responsible Gaming (42:47)

a. Voluntary Self-Exclusion Program Update

Director of Research and Responsible Gaming Mark Vander Linden explained that the Expanded Gaming Act as well as the act authorizing sports wagering in the Commonwealth required that the Commission provide a statewide program that would allow individuals to voluntarily self-exclude from sports wagering, casino gaming, or both. He stated that there had been questions related to the enrollment process and that information on the process would be presented.

Director Vander Linden and Program Manager Long Banh gave a presentation on the VSE program with included the following topics: definitions, the Commission's approach, GameSense Advisor Training, the VSE enrollment form, the enrollment process, reinstatement, statistics, VSE violations, program evaluation, and 2025 plans. *The VSE presentation was included in the Commissioners' Packet on pages 108 through 120.*

Chair Maynard asked if the sign-up process was different for the casino gaming VSE versus the sports wagering VSE. Director Vander Linden stated that an individual could enroll just for casino gaming or just for sports wagering but that a combined enrollment form existed which allowed an individual to enroll for both.

Program Manager Banh noted that the casino gaming VSE list already existed when sports wagering was legalized and that the lists were kept separate as they encompass two different forms of entertainment. He stated that the combined form was created to streamline the process for those who wanted to be excluded from both activities. Director Vander Linden clarified that

those who signed up for the VSE before sports wagering was legalized were only enrolled in the casino gaming VSE unless they chose to then enroll in the sports wagering VSE.

Commissioner Brodeur noted that during some administrative appeals, individuals who had enrolled in the VSE program would later go to a casino and be identified as an excluded person only after hitting a jackpot. He stated that this issue could be prevented if the operators had a mandatory ID check at every point of entry to the gaming floor. He stated that casinos in other jurisdictions routinely check IDs each time a customer attempts to enter the gaming floor and that he would want to consider implementing that policy.

Director Vander Linden stated that the VSE program requires a lot of attention to detail to ensure that it is implemented correctly to honor the wishes of those who enroll. He stated that it is an engaged approach which provides a window of opportunity to help meet the needs of those who enroll in the VSE program. He stated that the reinstatement session was equally important because it gives people who are at high risk the chance to have a conversation where risks are considered and safe gambling can be encouraged. Chair Maynard expressed hope that there would one day be a nationwide VSE program.

8. [Commissioner Updates](#) (1:17:03)

Chair Maynard asked if there were any Commissioner updates and received no response from the other Commissioners.

9. [Other Business](#) (1:17:12)

Hearing no other business, Chair Maynard requested a motion to adjourn.

Commissioner Brodeur moved to adjourn. The motion was seconded by Commissioner O'Brien.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 4-0.

List of Documents and Other Items Used

1. [Notice of Meeting and Agenda dated September 23, 2025](#)
2. [Commissioners' Packet from the September 25, 2025, meeting](#) (posted on massgaming.com)



Massachusetts Gaming Commission

Meeting Minutes

Date/Time: September 30, 2025, 10:00 a.m.
Place: Massachusetts Gaming Commission

VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 111 147 3778

The Commission conducted this public meeting remotely utilizing collaboration technology. The use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Chair Jordan Maynard
Commissioner Eileen O'Brien
Commissioner Bradford Hill
Commissioner Nakisha Skinner
Commissioner Paul Brodeur

1. [Call to Order](#) (00:00)

Chair Maynard called to order the 566th Public Meeting of the Massachusetts Gaming Commission ("Commission"). Roll call attendance was conducted, and all five Commissioners were present for the meeting.

Chair Maynard briefly introduced the discussion on the topic of sports wagering player limitations.

2. [Sports Wagering Division](#) (02:32)

a. [Discussion Regarding Results of Data Analysis Related to Player Limitations](#) (02:39)

Sports Wagering Division Chief Carrie Torrisi introduced the results of data analysis related to player limitations. *A memorandum on the data analysis results is found on pages 3 through 17 of the Commissioners' Packet.* She stated that the Sports Wagering Division requested data on the stake factor and closing line value of registered players from the Massachusetts Sports Wagering Operators. She stated that the results of the data analysis confirmed that there was a correlation between a player's stake factor and closing line value, showing that players who demonstrated a

tendency to win had their limit decreased and players who demonstrated a tendency to lose had their limit increased.

b. [Discussion Regarding Player Limitations Generally and Player Limitations Specifically Among Massachusetts Operators](#) (08:42)

Commission Consultant Dustin Gouker of Closing Line Consulting gave a presentation on player limiting, with topics including the following: limitation reasons, examples of reduced player limitations, possible Sports Wagering Operators' responses to increased regulation, and possible policy options to be considered by the Commission. *The presentation is found on pages 18 through 23 of the Commissioners' Packet.*

Commissioner Brodeur asked if any limited bettor in the Commonwealth attempted to litigate the fact that they were limited based on deceptive advertising. Mr. Gouker stated that he was not aware of any such litigation in Massachusetts. Mr. Gouker recommended a proactive approach to notifying customers that they were being limited and informing them on the reasons for their limitation. Commissioner Brodeur agreed with the need for increased transparency. He stated his concern with the prediction markets' limited regulation under federal jurisdiction.

Commissioner O'Brien stated the Commission was deliberate in drafting regulations to ensure that consumer protections which existed prior to implementation of the Expanded Gaming Act continued to exist for consumers. She asked what the solution to the issue was when considering the existing regulations and the Commission's jurisdiction. She further asked if Mr. Gouker looked into the Australian approach which required proportional limitations in racing that required operators to keep consistent minimum and maximum wager limits. Mr. Gouker stated that the mentioned approach would not solve the issue as the Operators would react and possibly make the product worse for the recreational sports bettors. Mr. Gouker mentioned an example of player limitations applied in casinos to card-counting players and stated that most of the players limited in casinos were notified of the reasons for their limitation.

i. [Executive Session](#) (44:13)

Chair Maynard read the following language into the record: "The Commission anticipates that it will meet in executive session in accordance with G.L. c. 30A, § 21(a)(7), G.L. c. 4, § 7(26)(g), and G.L. c. 23N, § 6(i) to discuss trade secrets or commercial information related to player limitations voluntarily provided to the Commission by Operators for use in developing governmental policy and upon a promise of confidentiality and further which would be detrimental to the Operators if disclosed."

Commissioner Brodeur moved that the Commission enter into executive session for the reasons stated on the record by the Chair. Commissioner O'Brien seconded the motion.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 5-0.

Transcriber's note: The Commission entered executive session upon their vote at [45:16](#) and reconvened the public meeting at [1:08:05](#).

c. [Discussion Regarding Possible Next Steps Related to Player Limitations](#) (1:08:43)

Commissioner Hill stated that he wanted the staff to return to the Commission with draft language for a regulation which would address players being notified when they are limited and the reasons for the limitation. Commissioner O'Brien agreed and suggested looking into the advertising regulations and reviewing what representations are made by operators that this is entertainment vs. a way to make money. She further stated that she wanted to see more information from the Operators about their review processes on this topic. Commissioner Skinner agreed with Commissioner Hill and Commissioner O'Brien and added that she wanted to give the Operators the ability to respond to the Commission's findings. Commissioner Brodeur stated his agreement with the Commissioners. Upon inquiry from Commissioner Brodeur, Chief Torrisi confirmed that the Sports Wagering Division was ready to begin drafting a regulation on player limitation notification as well as to get more information from Operators on how decisions are made and feedback from the Operators on the Commission's findings. Chair Maynard stated his consensus with the Commissioners, noting that it was about fairness to the customers.

3. [Other Business](#) (1:16:10)

Hearing no other business, Chair Maynard requested a motion to adjourn.

Commissioner Brodeur moved to adjourn. The motion was seconded by Commissioner O'Brien.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Commissioner Brodeur: Aye.

Chair Maynard: Aye.

The motion passed unanimously, 5-0.

List of Documents and Other Items Used

1. [Notice of Meeting and Agenda](#) dated September 26, 2025
2. [Commissioners' Packet](#) from the September 30, 2025, meeting (posted on massgaming.com)



TO: Chair Maynard, Commissioners O'Brien, Hill, Skinner, and Brodeur

FROM: Mark Vander Linden, Director of Research and Responsible Gaming;
Long Banh, Responsible Gaming Program Manager

DATE: October 23, 2025

RE: GameSense Fiscal Year 2025-2026 First Quarter Report

The Expanded Gaming Act includes a number of key mandates to ensure the successful implementation of expanded gaming, including the prevention of and mitigation of social impacts and costs. Chapter 23k section 21(16) requires casino operators to provide an on-site space for an independent substance abuse, compulsive gambling and mental health counseling service and establish a program to train gaming employees in the identification of and intervention with customers exhibiting problem gaming behavior.

To fulfill this mandate, the Commission adopted GameSense, an innovative responsible gaming program that equips casino patrons who chose to gamble with information and tools to adopt positive play behaviors and offers resources to individuals in distress from gambling-related harm. The Commission has a contract with the Massachusetts Council on Gaming and Health (MCGH) to operate the GameSense Information Centers, located on-site at all Massachusetts casinos and staffed 16-24 hours daily by trained GameSense Advisors.

Today, Michael Tuplin, Chief Operating Officer; Amy Gabrila, Director of Player Health; Ray Fluette, Director of GameSense Operations and Jodie Nealley, Director of Recovery Services of Massachusetts Council on Gaming and Health will share with you the GameSense activities and highlights from the first quarter of Fiscal Year 2025-2026.



Massachusetts Gaming Commission

FY 2026 Q1

GameSense Report

October 23, 2025



GameSense™



Agenda

- Presenting Staff
 - Funders
 - Q1 Data Highlights
 - GSA Training Program
 - RGEM Highlights
 - Selected Magic Moments
 - Champion Awards
 - Recovery Month
 - Upcoming FY26 Q1: RGEM
-

PRESENTING STAFF



Michael Tuplin, *Chief Operating Officer*

Amy Gabrila, *Director of Player Health*

Ray Fluette, *Director of GameSense Operations*

Jodie Nealley, *Director of Recovery Services*

Funders/Present Contracts

- Michigan Association on Problem Gambling
 - National Council of Legislators from Gaming States (NCLGS)
 - National Voluntary Self-Exclusion Program (NVSEP)/for idPair
 - North American Association State and Provincial Lotteries (NASPL)
 - Playtech for the Gambling Recovery Information Network (GRIN)
 - Scientific Games for the Arizona Lottery
 - Spectrum Gaming Group: subcontract on MGC Kiosk Feasibility Study and New Hampshire Lottery Study
 - Springfield Health and Human Services (MA); subcontract for MGC Community Mitigation Fund
 - Texas Tech University: subcontract for MGC for community-based research
 - Vermont Department of Mental Health
-

Q1 DATA HIGHLIGHTS

- Interactions
- GamLine & Live Chat Statistics
- VSE

Q1 Data Highlights

Total Intensive Interactions: There were **over 19,000** intensive interactions (exchanges and demonstrations)

GamLine & LiveChat:

GamLine Calls: There were **184 GamLine** calls

LiveChats: There were **319 LiveChats**

Grand Total	319
Category	Average
VSE	56%
Sportsbook	22%
Reinstatement	10%
General	6%
GameSense/MACGH	2%
Casino	2%
Resources	2%

VSE & Follow-up Insights:

- Total VSEs serviced: **226**
- Total Completed Follow-Ups: 21
- Total Reinstatements: 90



GameSense™

GSA Training Program

GameSense Advisors complete a comprehensive 2-week training journey that builds confidence, knowledge, and skill at every level.

Training is directed by the following model:

- **Core**
- **Fundamental**
- **Advanced**



Each stage is supported by ongoing assessments, refreshers, shadowing, and coaching to reinforce learning and maintain excellence.

Our approach ensures that advisors are not only trained, but continually developed.

CORE Training Examples

- GameSense Foundations
- GS Interactions
- Positive Play Scale
- Lower Risk Gambling Guidelines
- SEIGMA data
- PG 101 and Recovery
- PG and RG Resources
- LiveChat Fundamentals
- Helpline Fundamentals
- VSE Intro and Understanding
- Conducting a VSE/PFR
- Using Outsystems
- MGC Secure File Site
- GS Checklists
- Data Protection
- Play My Way
- Samaritans training
- Intro to Slots
- Intro to Table Games
- Intro to Lottery
- Intro to Sports Wagering

Advanced Training Examples

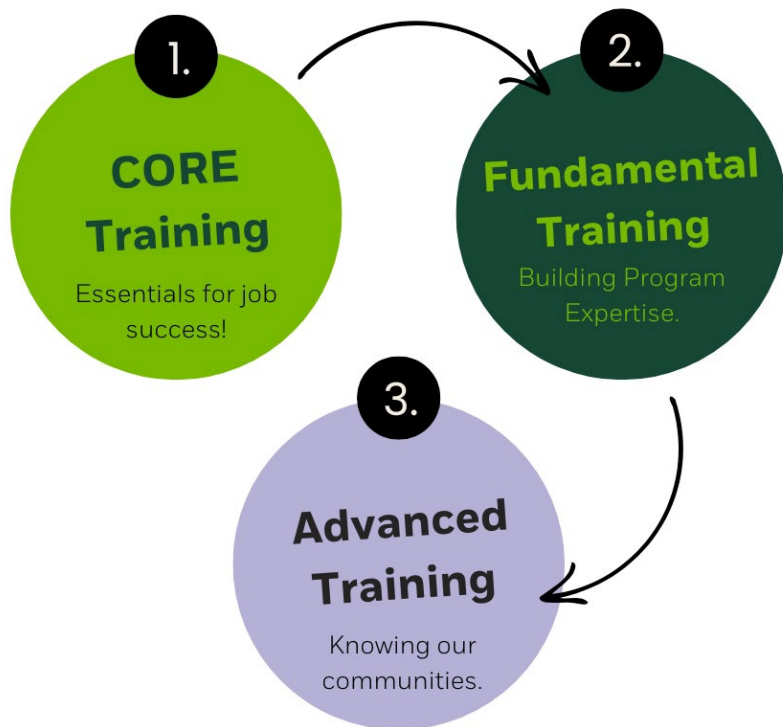
- LGBTQ+ and Gambling
- Co-occurring substance use and Gambling
- Mental Health and Gambling
- The Intersection of Gambling and Domestic Violence
- Leadership Seminars for GSMs
- Foundations of Gaming Disorder
- NCPG digital Symposium offerings.

Fundamental Training Examples

- Motivational Interviewing
- Cognitive Distortions
- Mental Health First Aid
- Question, Persuade, Refer SI crisis training
- Trauma-Informed Care and Resilience
- DEIB and Inclusive Language
- Mindfulness
- Financial Literacy
- Bystander Training
- Human Trafficking Training



TRAINING CONTENT



A continuous training path builds advisor confidence, consistency, and empathy. It strengthens player support and reinforces our commitment to excellence and lifelong learning.

VSE Program Training

- MA VSE Intro and Understanding
- Conducting a VSE/Reinstatement Session
- VSE/PFR Remote Process
- VSE/Reinstatement Through OutSystem Site
- VSE/PFR, Role Play, Saving/Sending/Uploading
- Other Exclusions and Limits



The program entails:

- 11 hours of direct training
- A minimum of 2 hours of observation
- Director level evaluation of skills

RGEM – FOH Activities

Activities – totaled 6479 interactions
Vending Machine (PPC)
Slot Machine Simulator
Positive Play Quiz
Cognitive Distortions Quiz
Cognitive Distortions Match Game
Sports Wagering Quiz
Gambling Literacy Quiz
Sportsbook Sports Wagering Quiz

Raffle @ each GSIC

- 2 tickets to a Patriots home game
- Yeti cooler filled with additional items (\$1,200 value)
- Doubled raffle interactions (5103)
- 500 PMW Hat giveaways

*Over 600hrs of staff time dedicated to RGEM
with 21 tabling events*

RGEM – BOH Activities

Employee Online Quiz	364
Week 1	78
Week 2	87
Week 3	118
Final Week	81

Casino Staff Incentive

- Weekly Amazon Gift Card Raffle

Raffle

- Milwaukee Tool Basket
- Over 1650 employee entries

25 total BOH tabling events across casinos during RGEM

Selected **Magic** Moments



Our GameSense Advisers:

Chris

Ronnie

Aisha

GameSense™



Champion Award Winners | MGM

Joe Rocasah, Sportsbook

Neydimar Oquendo, Table Games

David Morin, EVS

GameSense™



Champion Award Winners | PPC

Joanna Cavanaugh, Player Service

Patti Estella, Player Services

Greg Dicomitis, Security

GameSense[™]



Champion Award Winners | EBH

Kyle Hanson, Casino Host

Long Nguyen, Slots

Ricardo Bernal, Receiving

GameSense™

Recovery Month and TRS

The Director of Recovery Services
Provided VSE and Gambling Awareness
Training 8 times this quarter, reaching
over 300 people in recovery from DUD
and co-occurring Mental health issues.

Agency	#Attendees
Recovery Connection PRC	30
New Beginnings PRC	45
Northampton PRC	25
Anchor Recovery PRC	30
Stairway o Recovery PRC	35
WMA Recovery Event	60
Hope for Holyoke PRC	40
RISE PRC	40
Total Attendees	305

FY26 Monthly VSE and TRS Reporting	
Month	Total for Q1
How many people were referred for a follow up this month?	35
How many people had a follow up completed this month?	21
Number of people made actual contact with in TRS this month?	15
Number of TRS sessions completed?	40
Total Attendees	305

*GSICs ran suicide prevention awareness
slides all month offering information,
resources, statistics, and hope*



Looking Ahead: FY26 Q2

Ahead to FY26 Q2

- GameRes Positive Play sportsbook survey
- CMAA collaboration for cross training staff
- Mid-Autumn Moon Festival
- Gift Responsibly Campaign
- Onboarding new staff @ EBH



Thank you!



The Massachusetts Council on
GAMING AND HEALTH



TO: Chair Jordan Maynard
 Commissioner Bradford Hill
 Commissioner Eileen O'Brien
 Commissioner Nakisha Skinner
 Commissioner Paul Brodeur

FROM: Melanie Foxx, Associate General Counsel, Legal Division

CC: Caitlin Monahan, Director, Investigation and Enforcement Bureau ("IEB")
 Kathleen Kramer, Chief Enforcement Counsel, IEB
 Justin Stempeck, Interim General Counsel, Legal Division

DATE: October 23, 2025

RE: 205 CMR 234.09: *Term of Sports Wagering Vendor License or Registration; Renewal*

Introduction

Enclosed for the Commission's consideration is the proposed draft of 205 CMR 234.09. The amendment is scheduled to come forward for initial presentation and with the request for a vote of approval to start the promulgation process.

The amendment involves the term of sports wagering vendor licenses pursuant to 205 CMR 234. During the October 9, 2025, public meeting the IEB requested an executive session to provide an overview of the durable suitability investigation process for sports wagering vendors and to have a discussion regarding the term of sports wagering vendor licenses. Subsequently, in public session the IEB proposed an increase to the term of sports wagering vendor license terms from three to five years. Chair Maynard confirmed consensus with fellow Commissioners to move forward with this proposed regulation amendment. As the sports wagering vendors licenses are due to expire in December 2025, this proposed amendment is brought forward with a request for a vote for emergency enactment in the interests of preventing any lapse in time between when the licenses expire and the implementation of the new regulation requirements which increases the initial term and the renewal date from three to five years. Regulatory authority is set out under G.L. c. 23N, § 4(a)(b)(i) and G.L. c. 23K § 4(42).

Regulation and Discussion

205 CMR 234.09: Term of Sports Wagering Vendor License or Registration; Renewal

The proposed changes relate to sports wagering vendor initial licenses and registrations and the duration of the renewal terms. The first change would increase the initial term from *three to five* years. The second change would increase the renewal date from the last day of the month *on the third anniversary* to the last day of the month *on the fifth anniversary* of the issuance date. These changes would allow the IEB sufficient time to complete the durable suitability investigations and to align with the license term of the sports wagering operators.

234.07 : continued

(4) If an Applicant for a temporary Sports Wagering Vendor License is licensed or registered in another jurisdiction within the United States with comparable license and registration requirements, as determined by the Bureau, and is in good standing in all jurisdictions in which it holds such a license or registration, the Commission may issue the vendor a temporary Sports Wagering Vendor License; provided, however, that the Commission shall reserve its rights to investigate the qualifications of an Applicant at any time.

(5) Unless otherwise stated by the Commission, a temporary Sports Wagering Vendor License issued under this 205 CMR 234.07 shall expire upon issuance of a full Sports Wagering Vendor License or upon suspension or revocation of the temporary Sports Wagering Vendor License, and in any event no later than the term of the license as set forth in 205 CMR 234.09(1).

234.08 : Administrative Closure of Applications for Sports Wagering Vendor Licensure or Registration

(1) All Applicants for a Sports Wagering Vendor License or registration shall promptly respond to any request for information from the Division of Licensing and/or the Bureau. This obligation is in addition to the continuing duty set forth in 205 CMR 234.10.

(2) Failure of an Applicant for a Sports Wagering Vendor License or registration to respond to a request for information from the Division of Licensing and/or the Bureau within 21 days of the request may result in the administrative closure of the application for licensure or registration and the corresponding administrative revocation of a Sports Wagering Vendor license or registration, if applicable.

(3) In the event that an application for licensure or a registration is administratively closed for failure to provide requested information or to comply with the obligations set forth in either 205 CMR 234.08(1) or 205 CMR 234.10, the Division of Licensing or the Bureau will notify the Applicant of the determination in writing and will identify the specific deficiencies in the application that served as the basis for the closure. Once an application for licensure or registration has been administratively closed, the Applicant is required to submit a new application in order to be considered for licensure or registration. In that event, the Applicant shall submit a complete application including all outstanding information as previously detailed by the Division of Licensing or the Bureau. The submission of outstanding information is not a guarantee of licensure or registration, but is a prerequisite for the application to be deemed administratively complete.

234.09 : Term of Sports Wagering Vendor License or Registration; Renewal

(1) Term. Sports Wagering Vendor licenses and registrations and Sports Wagering vendor qualifications shall be for an initial term of ~~three~~five years. The initial term of a Sports Wagering Vendor License or registration shall expire and be renewable on the last day of the month on the ~~third~~fifth anniversary of the issuance date.

(2) Renewal.

(a) At a minimum of 150 days prior to expiration, each Sports Wagering Vendor shall submit a new and updated application or registration in accordance with 205 CMR 234.00.

(b) If a vendor or qualifier has made timely and sufficient application for a renewal, the Applicant's existing license or registration shall not expire and the Applicant shall remain in good standing until the Bureau has issued a decision on the application or registration. If a renewal application or registration is received after the renewal date and the license or registration expires before the Commission issues a new license or registration, the Person shall not conduct business with an Operator until a new license or registration is issued.

(c) It shall be the responsibility of the vendor to ensure that their license or registration is current.

234.10: Duties of Applicants, Licensees, and Sports Wagering Registrants

All Sports Wagering Vendor Applicants, Sports Wagering Vendors, Sports Wagering Registrants and qualifiers, shall have the same duties and obligations required of gaming vendor Applicants, licensees, and registrants pursuant to 205 CMR 134.18: *Duties of Applicants and Licensees*.



Legal Division

SMALL BUSINESS IMPACT STATEMENT

The Massachusetts Gaming Commission (“Commission”) hereby files this Small Business Impact Statement in accordance with G.L. c. 30A, §2 relative to the proposed amendments to **205 CMR 234**, specifically, **234.09: *Term of Sports Wagering Vendor License or Registration; Renewal***, notice of which was filed with the Secretary of the Commonwealth. These amendments were developed as part of the process of promulgating regulations governing sports wagering in the Commonwealth. This regulation amendment is authorized by G.L. c. 23N, §§ 4(a)(b)(i) and G.L. c. 23K § 4(42).

The amendment applies directly to sports wagering vendors conducting or participating in sports wagering in the Commonwealth. Accordingly, these proposed regulations are not likely to have a negative impact on small businesses. In accordance with G.L. c. 30A, § 2, the Commission offers the following responses:

1. Estimate of the number of small businesses subject to the proposed regulation:

To the extent that sports wagering vendors are small businesses, they may be impacted by these regulations. It is difficult to estimate with accuracy the potential number of small businesses that may be impacted.

2. State the projected reporting, recordkeeping and other administrative costs required for compliance with the proposed regulation:

Projected reporting, recordkeeping and other administrative costs are unlikely to change in any material way for compliance with the proposed amendments.

3. State the appropriateness of performance standards versus design standards:

As a general matter, the proposed amendment requires design standards to allow the Investigation and Enforcement Bureau sufficient time to complete the durable suitability investigations for sports wagering vendors’ licenses and registrations and to align with the license terms of the sports wagering operators.

4. Identify regulations of the promulgating agency, or of another agency or department of the commonwealth, which may duplicate or conflict with the proposed regulation:

There are no conflicting regulations in 205 CMR, and the Commission is unaware of any conflicting or duplicating regulations of any other agency or department of the Commonwealth.

5. State whether the proposed regulation is likely to deter or encourage the formation of new businesses in the commonwealth:

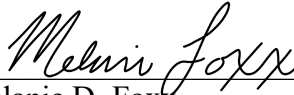


Massachusetts Gaming Commission

This amendment is unlikely to deter or encourage the formation of new businesses in the Commonwealth at this time.

Massachusetts Gaming Commission

By:



Melanie D. Foxx
Associate General Counsel

Dated: October 23, 2025



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com