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## Massachusetts Gaming Commission Meeting Minutes

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**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 565<sup>th</sup> 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)