



# **Maryland State Lottery And Gaming Control Agency Casino Compliance Unit Monthly Report November, 2014**

## **Hollywood Casino at Perryville**

Underage on casino floor: 1

On 11/4/14, an underage male beverage server who works in the Extras grill was observed serving drinks on the gaming floor. His identification was checked by security and he was found to be underage. He was advised to stay off of the floor however he was later found to have been on the floor several more times serving beverages after being advised not to by security.

Intoxicated patrons evicted: 3

On 11/2/14, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted and left with a male companion.

On 11/9/14, a male patron was identified as being too intoxicated to remain on the gaming floor. He was evicted and left with a friend.

On 11/19/14, a male patron was identified as being too intoxicated to remain on the gaming floor. He was evicted and left with a friend.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 0

Employee theft: 2

On 11/4/14, it was reported that the casino had been investigating several employees for improperly/failing to ring up beverage purchases. As a result, three (3) employees have been suspended pending the conclusion of the investigation.

On 11/5/14, it was reported to MLGCA that the casino had been investigating an employee for theft. As a result of their investigation it was learned that over a ten (10) day period the employee had failed to ring up food purchased for a total loss of \$235.70. The employee was suspended pending a final determination of her employment status.

Drugs: 0

### **Casino at Ocean Downs**

Underage on casino floor: 0

Intoxicated patrons evicted: 4

On 11/5/14, a male patron was identified as being too intoxicated to remain on the gaming floor. He was evicted and left with a companion in a taxi.

On 11/5/13, a male patron was identified as being too intoxicated to remain on the gaming floor. After being escorted outside, the subject became disorderly. A friend picked him up at the entrance however as he was getting into the vehicle he advised he had a gun. He reached into the glove box and removed a pack of cigarettes. No weapon was observed. MSP was supplied with the vehicle information.

On 11/14/14, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted and left with her husband. On 11/20/14, a female patron was identified as being too intoxicated to remain on the gaming floor. She was evicted and left with her brother.

On 11/21/14, a male patron was identified as being too intoxicated to remain on the gaming floor. He was evicted and left with a companion in a taxi.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 7

On 11/1/14, a female patron reported to security that someone had taken her cash voucher from the machine she was playing on. The subject was located and made restitution.

On 11/1/14, a male subject picked up a dropped voucher valued at \$69.36. The subject was identified and when confronted, he chose to make restitution to the victim.

On 11/10/14, a patron reported to security that he had mistakenly left \$105.00 in cash in the redemption kiosk. A suspect was identified however he had left the casino. Security was able contact him via telephone and the money was returned.

On 11/11/14, a female reported to security that she had left her credits on a VLT without cashing them out. Investigation revealed that another female had played over her credits then cashed them all out. The suspect was confronted and made restitution of \$532.00.

On 11/22/14, a female patron reported to security that she was \$10.00 short after cashing out at a redemption kiosk. A review by surveillance revealed she had dropped it and a male subject picked it up. The money was returned.

On 11/22/14, it was discovered that a male patron had stolen several items from the Dine and Dash. The subject was identified through his player's club card and he will be contacted by security on his next visit.

On 11/27/14, security identified a male subject who had taken a voucher for \$50.01 from a VLT that another patron was playing. When confronted, the subject returned the voucher.

Drugs: 0

## **Maryland Live Casino**

Underage on casino floor: 0

Intoxicated patrons evicted: 3

On 11/7/14, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted.

On 11/9/14, a female subject was identified as being too intoxicated to remain on the gaming floor and was evicted.

On 11/27/14, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted. He left the casino in a taxi.

Children unattended in vehicles: 0

Excluded persons in casino: 4

On 11/6/14, a female subject who is enrolled in VEP was located on the gaming floor playing at a baccarat table. She was detained by security and was charged with trespass by AACOPD.

On 11/15/14, a male subject who is enrolled in VEP was located on the gaming floor at the cash cage. He was detained by security however AACOPD failed to charge him with trespass.

On 11/15/14, a male subject who is enrolled in VEP was located on the gaming floor at the cash cage. He was detained by security however AACOPD failed to charge him with trespass (separate incident).

On 11/17/14, a male subject who is enrolled in VEP was located on the gaming floor in the poker room. He was detained by security and was charged with trespass by AACOPD.

Physical altercations: 6

On 11/2/14, a male subject assaulted a security guard on the 6<sup>th</sup> floor of the parking garage. AACOPD responded to investigate the incident.

On 11/11/14, a male subject and a female subject were involved in a physical altercation on the gaming floor. The male subject was arrested by AACOPD.

On 11/15/14, two (2) female subjects became involved in a physical altercation. Neither wanted to pursue criminal charges and both were evicted.

On 11/21/14, five (5) male subjects became involved in a physical altercation in the parking garage. All of the subjects were evicted.

On 11/22/14, two (2) male subjects were evicted for being involved in a physical altercation.

On 11/24/14, a male subject was assaulted by two (2) other male subjects in an elevator.

#### Theft/Robbery: 6

On 11/2/14, a female patron cashed out at a redemption kiosk but failed to take her cash. A male in line behind her took the money and left the casino.

On 11/9/14, a male subject was identified as having stolen a \$100.00 chip from another patron. The subject was located and arrested by AACOPD for outstanding warrants.

On 11/12/14, a male subject was found to be using another patron's comp card to make purchases within the casino. The subject could not explain how he came to be in possession of the card and the owner of the card was not in the casino. The subject was evicted.

On 11/17/14, a patron reported to security that someone had stolen \$387.18 in credits from the VLT she had been playing.

On 11/25/14, a patron took a \$100.00 payout that he was not entitled to during a poker game. He was subsequently identified and when confronted by management several days later, he made complete restitution.

On 11/27/14, a patron reported to security that his Total Rewards card was missing. Surveillance was able to identify a suspect who was actively using the card. It was determined that the suspect had used the card to purchase food items valued at \$72.80. The card was recovered from the suspect and he was evicted. The casino restored the credits to the card.

#### Employee theft: 1

On 11/14/14, a table games dealer was discovered to have stolen \$500.00 in cash and \$1,375.00 in chips from a table he was working at. The suspect was interviewed and arrested by AACOPD for theft.

#### Drugs: 2

On 11/11/14, two (2) male subjects were found to be smoking marijuana on the 7<sup>th</sup> floor of the parking garage. Both subjects were evicted.

On 11/26/14, an MLGCA compliance representative observed a bag containing suspected marijuana on the floor near a roulette table. Security was contacted to take control of, and dispose of the substance.

## **Rocky Gap Casino**

Underage on casino floor: 0

Intoxicated patrons evicted: 2

On 11/1/14, a female patron was identified as being too intoxicated to continue consuming alcohol and was advised she would not be served. She became disorderly and refused to leave the casino when told to do so. MSP responded and when she became disorderly with the trooper, she was placed under arrest.

On 11/23/14, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted. He was driven from the property by a friend.

Children unattended in vehicles: 0

Excluded persons in casino: 0

Physical altercations: 0

Theft/Robbery: 2

On 11/12/14, a patron reported to security that someone had stolen his credits that he had forgotten to cash out off of a VLT he was playing. A review by surveillance identified a suspect and when confronted by security, the suspect returned the money.

On 11/27/14, a patron dropped his voucher after finishing his play on a VLT. Another male picked it up and place it in his pocket. When confronted by security the suspect returned the voucher.

Drugs: 0

## **Horseshoe Casino**

Underage on casino floor: 2

On 11/4/14, an underage male was found to be working for a contractor inside of the casino. The subject had entered through BOH and presented his identification to a security guard, was issued a visitor's badge, and was allowed to enter. He was identified as being underage when he returned the badge several hours later.

On 11/14/14, two (2) underage females were found to be in the Diamond Lounge. The females were identified at the security podium, issued visitor badges, and they were escorted to the lounge by a representative from the casino's marketing staff. Once located, they were escorted from the casino by security. The females did not gamble or consume alcohol while in the casino.

Intoxicated patrons evicted: 3

On 11/4/14, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted.

On 11/18/14, a male patron was identified as being too intoxicated to remain in the poker room. The subject refused to leave and became disorderly when approached by BCP. The subject was arrested.

On 11/23/14, a male patron was identified as being too intoxicated to remain on the gaming floor and was evicted. He left with a female companion.

Children unattended in vehicles: 0

Excluded persons in casino: 2

On 11/14/14, a male subject who is enrolled in VEP was located on the gaming floor at the Total Rewards counter. The subject was detained by security and was charged with trespass by BCP.

On 11/22/14, a female subject who is enrolled in VEP was located on the gaming floor. The subject was detained by security and was charged with trespass by BCP.

Physical altercations: 8

On 11/8/14, four (4) male subjects became involved in a physical altercation and were evicted.

On 11/10/14, an intoxicated female subject was arrested by BCP for assaulting a security guard.

On 11/10/14, a male subject and a female subject became involved in a physical altercation at Pit 2. The subjects were separated and then evicted.

On 11/21/14, two (2) female subjects became involved in a physical altercation and were evicted.

On 11/22/14, a male subject was arrested by BCP for assault on a patron and causing damage to a television.

On 11/22/14, a male subject was evicted for being involved in an altercation with an unidentified male.

On 11/26/14, a physical altercation occurred between a male subject and a female subject in the parking garage. The male subject was arrested by BCP for assault.

On 11/28/14, a physical altercation involving four (4) male subjects occurred on the 4<sup>th</sup> floor of the parking garage. One subject was transported to an area hospital.

Theft/Robbery: 8

On 11/4/14, a patron reported to security that someone had stolen some items from his vehicle while it was parked in the garage.

On 11/7/14, a patron reported to security that someone had cashed out \$84.30 worth of credits on the VLT he was playing. A suspect was identified however he had already left the casino.

On 11/8/14, a male patron reported to security that two (2) male suspects had attempted to rob him in a stairwell in the parking garage. The suspects were not identified however the vehicle description and license number were obtained and given to BCP. No arrests at this time.

On 11/9/14, a patron reported to security that someone had stolen his cell phone and charger while he was playing at a craps table. A female suspect was identified and when approached she returned the phone but the charger was not recovered.

On 11/15/14, a male suspect stole \$600.00 in chips from table 156 and ran out of the casino. The suspect was identified and the casino will pursue an arrest warrant for theft.

On 11/16/14, a patron reported to security that she had lost a purse containing \$230.00. A review by surveillance revealed another female had picked it up and left the casino. Security identified the suspect, contacted her by phone and made arrangements for her to return the money. The suspect was banned for life from the casino.

On 11/21/14, a male subject was identified as having stolen \$38.00 while at table 208. The subject paid restitution and was evicted.

On 11/25/14, a suspect was found to have stolen \$150.00 in chips from another patron while playing at table 504. The suspect was approached and made complete restitution. The suspect was evicted.

Drugs: 0

Miscellaneous: 2

On 11/8/14, a male casino employee was arrested by Baltimore County Police on a warrant charging him with child sexual abuse.

On 11/10/14, casino staff responded to the women's room near the poker room to assist a female in distress. EMS arrived and transported her to University Hospital where she was pronounced deceased. Cause of death is pending an autopsy.

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Casino Compliance Manager