



# MISSOURI

## Department of Public Safety

### Missouri Gaming Commission

FY2024 Version 1.0



#### ASPIRATION

Collaborate to provide a proactive approach for the public safety of Missourians

#### THEMES

Team Member Engagement

Inform and Educate

Stakeholder Support

#### INITIATIVES

- Recognize employees by determining the best methods to award achievements and build camaraderie
- Create a more productive and creative workforce by increasing diversity
- Review and revise internal policies to ensure team members understand current expectations

- Cross-train employees to ensure continuity of operations and promote teamwork
- Provide development opportunities to employees
- Update problem gambling information on MGC website
- Revise Disassociated Persons Online Application to reduce occurrences of missing or incorrect information

- Respond timely to patron complaints
- Respond timely to Electronic Gaming Device Incident Reports
- Expand cyber security infrastructure to include a disaster recovery site