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BEFORE THE MISSOURI GAMING COMMISSION
3417 KNIPP DRIVE
JEFFERSON CITY, MISSOURI 65109

TRANSCRIPT OF HEARING
August 28, 2024
9:30 A.M.

JAN ZIMMERMAN, Commission Chairman
DAVID W. HANE, Commissioner
PAT CONWAY, Commissioner
KEVIN SPAULDING, Commissioner
HEATHER RICHENBERGER, Interim Executive Director

P R O C E E D I N G S

1
2 CHAIRMAN ZIMMERMAN: Good morning, and welcome,
3 everyone, to the August 28 meeting of the Missouri Gaming
4 Commission. I'll call this meeting to order.

5 Angie, would you please call the roll?

6 MS. FRANKS: Chairman Zimmerman?

7 CHAIRMAN ZIMMERMAN: Present.

8 MS. FRANKS: Commissioner Conway?

9 COMMISSIONER CONWAY: Present.

10 MS. FRANKS: Commissioner Hane?

11 COMMISSIONER HANE: Present.

12 MS. FRANKS: Commissioner Spaulding?

13 COMMISSIONER SPAULDING: Present.

14 CHAIRMAN ZIMMERMAN: Okay, we have a quorum, so let's
15 get started.

16 First we have Team Member Recognition. I believe
17 Deputy Director Nikki Evans has several presentations, and
18 Captain Tourney as well.

19 MS. EVANS: Good morning, Chairman and Commissioners.
20 I do have three individuals to recognize for their time here
21 at the MGC as well as a retirement to recognize.

22 We'll start with Faith Anderson. Faith joined the
23 Missouri Gaming Commission in June 2014 and served as an
24 Administrative Support Professional. Part of Faith's duties
25 include managing and maintenance of our disassociated persons

1 list, which means she regularly provides support and guidance
2 to individuals seeking information about the self-exclusion
3 list.

4 Faith always brings a positive attitude to each and
5 every day at the MGC, and she's a valued team member. When I
6 first started here at MGC, my office is on Faith's path out
7 the door, and I could always rely on a smile at the end of the
8 day because she would always wish me a good evening or a good
9 weekend, and it's something I always looked forward to. So
10 thank you to Faith for her hard work and dedication to the
11 MGC, and congratulations on ten years.

12 [ROUND OF APPLAUSE]

13 MS. EVANS: Up next we have Amy Trachsel. Amy serves
14 as a Tax Auditor and ensures that admission taxes and fees are
15 calculated correctly. Her work helps ensure that proper taxes
16 are collected, which in turn allows the MGC to support our
17 worthy causes.

18 Amy joined the MGC and worked here for a period of time
19 before her husband's career took the family to Pennsylvania
20 and then Kansas, but as Tax Audit Manager Jennifer Goforth
21 stated, she missed us so much that she came back and rejoined
22 MGC in August of 2011 and has been with us ever since.

23 Amy is dedicated, kind, and a joy to be around. We're
24 so grateful for her time here at MGC. So thank you for Amy
25 and congratulations on your ten years.

1 [ROUND OF APPLAUSE]

2 MS. EVANS: Up next we have Linda Kerwin, who did make
3 it. Yay. Linda joined the MGC in July 2004 and has worked in
4 Licensing, processing licensing applicants and overseeing the
5 work of the other team members on the west side. Licensing
6 Manager Leann McCarthy described Linda as a true original
7 administrative support assistant or ASA on the west side, and
8 Linda has had a hand in the training and leadership of every
9 ASA on the west side since she started at MGC 20 years ago.

10 Linda was recently promoted to regulatory investigator
11 with the retirement of Jeff Smith, and we have no doubt that
12 Linda will continue to be an excellent leader and team member
13 in this new role. Congratulations to Linda for 20 years of
14 dedicated service to MGC.

15 [ROUND OF APPLAUSE]

16 MS. EVANS: Last, but certainly not least, we have the
17 retirement of Jennifer Casebeer. Just in June of 2024, we
18 recognized Jenny for 15 years of service as an EGD Specialist,
19 and I do seem to recall at that point we told you you were not
20 allowed to retire.

21 MS. CASEBEER: That's what she keeps telling me.

22 MS. EVANS: Here we are. Jenny, you've been an asset
23 here in your time at MGC and you've left a lasting impression
24 with your co-workers as a dependable, reliable team member who
25 they can count on for support, guidance and probably some

1 jokes and humor I shouldn't repeat here.

2 The east side might be a little less lively without
3 you, but you've no doubt earned this next chapter, and we're
4 so grateful to be part of your journey. So congratulations on
5 your retirement.

6 MS. CASEBEER: Thank you.

7 [ROUND OF APPLAUSE]

8 CHAIRMAN ZIMMERMAN: Thank you, and congratulations to
9 Faith, Amy, and Linda on your tenure and Jennifer on your
10 retirement. We're going to miss you.

11 I'd like to ask Captain Tourney to come up.

12 CAPTAIN TOURNEY: I'm Captain Andy Tourney with the
13 Gaming Division. We are kind of coming to an end of an era
14 today with --

15 INTERIM DIRECTOR RICHENBERGER: Captain?

16 CAPTAIN TOURNEY: I'm sorry?

17 INTERIM DIRECTOR RICHENBERGER: We don't have a court
18 reporter today, and so it's being recorded. If you wouldn't
19 mind using your microphone when you can.

20 CAPTAIN TOURNEY: Okay.

21 INTERIM DIRECTOR RICHENBERGER: Thank you, sir.

22 CAPTAIN TOURNEY: So this is Brian's last day with the
23 highway patrol after just shy of 30 years. He's -- this is
24 literally -- he's turning in his equipment today, and so
25 almost 30 years, 25 of them have been with the Gaming

1 Division; so he has been -- MGC has been around for 30 years,
2 so he's been part of the history here, has seen it all, has
3 been part of the magic.

4 He's done ten years in Enforcement -- correct me if I'm
5 wrong -- Ameristar in St. Joseph and then he went to
6 Background and has been doing that for 15 years at a very high
7 level.

8 As you all know, we don't typically acknowledge
9 retirements in this forum, but it's kind of a special case
10 here. Brian has worked with so many people in this room and
11 the industry, and he's developed a lot of friendships,
12 personal and professional, and he wanted an opportunity to say
13 a few words here in front of everybody.

14 So we do have a full retirement where I give him things
15 and they're saying many great things about Brian, there's a
16 lot to say. I'm not going to do that to him today because I
17 have the honor of emceeding his retirement on Friday, and he's
18 probably going to get emotional, probably going to cry. I
19 won't do that to him twice, so I'm going to -- before I turn
20 it over to him, I'm just going to say this. There is nobody
21 that's going to ever do it better than Sergeant Brian Holcomb
22 when it comes to Background. They may do it as good, but
23 they're never going to do any better, and he is a world class,
24 well known, and everybody in this room that's worked with him
25 knows that. So I'm going to let you have the mic.

1 SERGEANT HOLCOMB: Well, that was close to tears, but
2 not quite. Listen, I'm just thankful and I wanted to express
3 my appreciation to the Commissioners and to the Staff, all the
4 Staff, as well as the industry people that I've got to work
5 with over all the years. I've learned so much and grown so
6 much and just have nothing but appreciation. So thank you all
7 very much.

8 [ROUND OF APPLAUSE]

9 CHAIRMAN ZIMMERMAN: Thank you, Captain Tourney. And,
10 Sergeant Holcomb, you will be missed more than you know.

11 SERGEANT HOLCOMB: Thank you.

12 CHAIRMAN ZIMMERMAN: The first item on today's agenda
13 is Adoption of the Agenda, and I move that we adopt today's
14 agenda. Is there a second?

15 COMMISSIONER CONWAY: Second.

16 CHAIRMAN ZIMMERMAN: Any discussion? Seeing none,
17 Angie, would you call the roll?

18 MS. FRANKS: Chairman Zimmerman?

19 CHAIRMAN ZIMMERMAN: Approved.

20 MS. FRANKS: Commissioner Conway?

21 COMMISSIONER CONWAY: Approved.

22 MS. FRANKS: Commissioner Hane?

23 COMMISSIONER HANE: Approved.

24 MS. FRANKS: Commissioner Spaulding?

25 COMMISSIONER SPAULDING: Approved.

1 MS. FRANKS: By your vote, you've adopted the agenda.

2 CHAIRMAN ZIMMERMAN: The next item of business is
3 Consideration of the Minutes from the June meetings. I move
4 that the minutes of the June 25 and 26, 2024 meetings be
5 approved. Is there a second?

6 COMMISSIONER SPAULDING: Second.

7 CHAIRMAN ZIMMERMAN: Any discussion? Seeing none,
8 Angie, would you call the roll?

9 MS. FRANKS: Chairman Zimmerman?

10 CHAIRMAN ZIMMERMAN: Approved.

11 MS. FRANKS: Commissioner Conway?

12 COMMISSIONER CONWAY: Approved.

13 MS. FRANKS: Commissioner Hane?

14 COMMISSIONER HANE: Approved.

15 MS. FRANKS: Commissioner Spaulding?

16 COMMISSIONER SPAULDING: Approved.

17 MS. FRANKS: By your vote, you've adopted the minutes
18 of the June 25 and June 26, 2024 meetings.

19 CHAIRMAN ZIMMERMAN: Next we have Consideration of
20 Relicensure of Class A Licensee and Key Business Entity, Boyd
21 Gaming Corporation. I'd like to begin by recognizing
22 Mr. Howard Shaw, Howard Ward Shaw, Executive VP of Boyd
23 Gaming; Keith Henson, Second VP of Operations and GM of
24 Ameristar Casino Kansas City, and Douglas Lang, Second VP of
25 Operations and GM of Ameristar St. Charles, who will make

1 presentations regarding their applications for relicensure.

2 welcome, gentlemen, you have the floor.

3 MR. SHAW: Thank you, Chairman and Commissioners. As
4 stated, my name is Ward Shaw. I'm the Executive Vice
5 President of Operations for Boyd Gaming, and on behalf of our
6 company, I appreciate the opportunity to give you a very brief
7 overview and recap of our company here this morning as well as
8 Doug and Keith here in just a minute will give just a little
9 bit of insight into recent and ongoing capital improvements at
10 our two Missouri businesses.

11 I also would like to introduce joining us here today,
12 joining me from our corporate office in Las Vegas is Cassie
13 Stratford who's our Senior Vice President of Legal Operations
14 and Compliance. You mentioned Keith and Doug from both our
15 Ameristar Kansas City and Ameristar St. Charles properties
16 respectively, and then also in the audience today, our
17 Director of Regulatory Compliance from our Ameristar St.
18 Charles property, Shawn Ledbetter.

19 So one of the longer tenured companies in our industry,
20 Boyd Gaming actually founded in 1975 with a California hotel
21 in downtown Las Vegas, you can see went public in 1993 and
22 then started ownership of our Ameristar properties in Kansas
23 City and St. Charles in 2018.

24 Just a quick look here at our national portfolio, own
25 27 properties across ten different states literally, as you

1 can see, coast to coast. Also on this list is a property in
2 California in the Sacramento region, Sky River, that we manage
3 for the Wilton Tribe just up in the last couple of years.

4 A quick recap of that size and scale broadly for Boyd
5 Gaming, mentioned that the 27 properties, a little over a
6 million and a half square footage of casino space and just
7 over 16,000 team members nationally.

8 From the financial standpoint, one of the stronger
9 balance sheets in our entire industry, approaching close to
10 four billion dollars in annual revenues of five and a half
11 billion dollar market cap and one of the lower leverage
12 companies in our industry at just under two and a half times.

13 Management team at Boyd, I'll go over our senior
14 management team that you see here. I'll note that the numbers
15 in parentheses are just years of experience at Boyd Gaming
16 specifically. Many of these individuals have additional years
17 of experience outside of our company, they're a very tenured
18 management team, very stable management team.

19 Mary Ann Johnson, our Executive Chairman, is actually
20 the daughter of our founder, Bill Boyd. You see here Keith
21 Smith, our President and CEO, a 34-year team member, and the
22 others listed on this page.

23 The rest of our senior management team out of Las
24 Vegas, you can see down at the bottom. I'm the newbie with
25 only six years of experience with our company but 27 years of

1 experience throughout our industry; in fact, started my career
2 27 years ago right here in Missouri.

3 Our mission statement, just a quick recap here, I won't
4 read this to you, but very important to our company, really
5 started with our founder, Bill Boyd, that we operate with a
6 high degree of integrity. Our integrity and reputation are
7 very important to us and our reputations around the country,
8 and certainly while we look to maximize our shareholder value,
9 try to make sure that we're doing that at the same time that
10 we're making the communities that we operate in great places
11 to visit, work, and live.

12 From a business philosophy, this really -- speaking
13 personally, I've had the opportunity to work with several
14 different companies throughout our business and throughout our
15 industry in my tenure. Boyd Gaming really does have a culture
16 of a family-owned business, and I think that really starts
17 with our founder, Bill Boyd, who's now our Chairman Emeritus,
18 and the Boyd family is still participative in both our board
19 and our operations team.

20 You can see here really again the core value of
21 integrity and big focus on regulatory compliance and
22 responsible gaming as well as giving back to our communities
23 that we'll touch on as well.

24 A great work place culture, one of the great things
25 about working at Boyd, I won't read this list to you, I will

1 point out a couple of things in my new role had the
2 opportunity to do some fun things like just over the course of
3 summer go to each of our properties outside of Las Vegas that
4 I'm responsible for, celebrate our Team Member of the Year
5 celebrations where we give at each property a Team Member of
6 the Year, an all expense paid trip for two to Hawaii in
7 addition to an extra week of vacation and some -- a thousand
8 dollars in spending money for each of those, so those are
9 always fun events to participate in.

10 And something else that's a little unique, at least in
11 my experience in our industry, see down at the bottom, the
12 sort of three tenent focus on team members and their families
13 continuing to invest in themselves through education, so we
14 have scholarship programs for the dependents of team members
15 throughout our company. We have tuition reimbursement
16 programs for current team members who are interested in
17 pursuing higher education at the present time, and then if
18 you're at the point in your life where you've already gone
19 through that and you have student debt, something I believe is
20 relatively unique in our organization, actually have a student
21 loan repayment program where we give an annual stipend to
22 anyone who has a current student loan outstanding, and there's
23 no cap on that.

24 Employer choice here in Missouri, a little over 1,600
25 team members between our two properties, you can see a little

1 over 86 million dollars in wages and benefits annually, also
2 very proud of the fact that we were a leader both in Nevada
3 and outside of Nevada in proactively moving towards a \$15 per
4 hour minimum wage nationally just a few years ago. And then
5 both of our properties have been recognized in the Kansas City
6 and Greater St. Louis market as being great places to work,
7 St. Charles just recently once again recognized as one of the
8 top work places in the *St. Louis Post Dispatch*.

9 From an economic impact, 120 million plus in gaming
10 taxes paid annually between the two facilities and approaching
11 seven million in admissions in calendar year '23.

12 A little over 45 million dollars spent between our two
13 properties in just 2023 alone. That was across 650
14 Missouri-based vendors, almost four and a half million of that
15 was spent with diverse vendors in the State of Missouri.

16 Certainly giving back to our communities is a big part
17 of what most companies in our industry do and focus on. You
18 can see here a little over a half a million dollars in cash
19 donations alone donated since our last relicensing and also
20 our annual team member giving campaign, an additional \$96,000
21 just between these two properties raised through team member
22 contributions that went to local regional charities through
23 giving.

24 At this time I want to give our two general managers a
25 chance to just show a couple of recently completed or ongoing

1 capital investments in our respective markets, and I will
2 start off with Doug Lang, who's our General Manager of
3 Ameristar St. Charles.

4 MR. LANG: Thank you, Mr. Shaw. Good morning,
5 Commission.

6 To get started, let's go over some property statistics
7 real quick at Ameristar St. Charles. As you can see, over
8 130,000 square feet of casino space, and a business we're very
9 proud of is our almost 400 all suite hotel rooms which is
10 Triple A Four Diamond rated, six restaurants, seven bars,
11 we're very proud to continue to be the St. Louis market leader
12 in our business.

13 One thing that's been great, as Ward mentioned with
14 Boyd, to work with Boyd and for Boyd Gaming, is since 2018, a
15 little over 70 million dollars of investment has gone into the
16 property and the community, the team members. Some of those
17 are infrastructure changes, but a lot of the things that you
18 see here are guest-facing and team facing. We'll go through a
19 few of those quickly.

20 The Copper Whisk as soon as you walk into the property
21 is a full diner that we have completely remodeled and
22 rehabbed, and this is a very upscale bakery option that is
23 open seven days a week for early morning breakfast and lunch
24 options.

25 In addition, we were one of the first to utilize the

1 Amazon in-and-out technology which many of you have seen in
2 your travels through airports where any one of our guests can
3 come in and get sundries, small retail items. Boyd has
4 invested into our rather unused space of our casino for this
5 new technology that's rolling out in '23.

6 This picture -- these pictures don't do The Salted Lime
7 justice. It is very bright by intention as you walk through
8 our streetscape. It is a brand new restaurant offering one of
9 our six on the property that has a very authentic Mexican
10 flair to it.

11 In addition, ongoing or currently ongoing, slated to
12 finish for the end of this year, all of those hotel rooms,
13 nearly 400 that we talked about, will get a complete rehab.
14 You can see the pictures there. Again, these are all suite
15 product hotel rooms amongst the best not only in St. Charles
16 County, but in the region.

17 But wait, there's more. Many of you have maybe noticed
18 a couple -- recently as a couple of weeks ago, we announced
19 the all new Ameristar St. Charles model, and a couple of those
20 we'll talk about here today. One of them, we're going to
21 triple our meeting center convention and event space with a
22 complete -- this will be a beautiful piece of our business
23 that will have state of the art, you know, AV needs and
24 meeting center needs.

25 Really, for us it's an opportunity to continue to

1 invest not only into the City of St. Charles, but the county
2 and the region to bring businesses from really all over the
3 United States to the St. Charles area.

4 Our VIP lounge is an exclusive member benefit that we
5 have upgraded for our very best guests on the second floor of
6 our casino space. And as we continue on the restaurant
7 remodel phase, Gastropub Sports Bar refresh, we have an
8 Amerisports Pub and bar and grill that is going to get a
9 complete overhaul at the beginning of '25 to this new
10 Gastropub which is really just a unique upscale dining
11 offering in the sports bar with again heavy AV and a great
12 place to watch sports and entertainment.

13 Last, but certainly not least, our steakhouse which is
14 Bugatti's Steakhouse house today, will also get a rebrand in
15 late '25 that we're excited about. We're in the design phase
16 of that now, so not too many pictures to show you, but really
17 excited about the partnership, the ability to work with Boyd
18 Gaming and the investment that they've had putting back into
19 the property. I'll hand it over to Keith.

20 MR. HENSON: Thank you, Commissioners and Staff. Keith
21 Henson from Kansas City on the west side. So our property
22 here, similar size as St. Charles, not as large of a hotel
23 with 184 hotel rooms, seven restaurants and bars, and we also
24 are the market leader in Kansas City.

25 Our investments have been materially in the

1 infrastructure of elevators, escalators, you know, H-VAC.
2 There's a significant amount of investment in slot machines
3 and technology, but we've also hit a few of our guest-facing
4 and even more to come as the years go on, but over 31 million
5 since our last licensure in capital investment in Kansas City.

6 The hotel was remodeled. We pushed through during the
7 Covid and into 2021, allowed us to remodel all of our rooms
8 and suites on property. And then this last year we were able
9 to completely redo our steakhouse, rebrand it to KC Chop House
10 with all new finishings, menu, chef, all aspects of operations
11 were redone this previous year in our steakhouse offerings.

12 And really, in summary, representing Boyd Gaming and my
13 colleagues here, we just want to leave you with that we're a
14 significant contributor to Missouri's economy. We take it
15 very seriously, our integrity and our compliance record here
16 in Missouri. We support local and diverse businesses as well
17 as the communities that we all live in, and our team members
18 also live and operate in that space.

19 We're here to help answer any questions if you have
20 anything for us today. If not, thank you very much.

21 CHAIRMAN ZIMMERMAN: Any questions for our presenters?
22 Thank you.

23 MR. LANG: Thank you.

24 CHAIRMAN ZIMMERMAN: We'll now hear from Sergeant John
25 Masters, who will provide an investigatory summary.

1 SERGEANT MASTERS: Good morning, Chairman Zimmerman and
2 Commissioners. Boyd Gaming Corporation, along with their
3 holding company, Boyd TCIV, LLC, submitted applications for
4 the renewal of its Class A and Key Business Entity Licenses.
5 Both licenses are set to expire August 31, 2024.

6 Missouri State Patrol Investigators, along with MGC
7 Financial Analysts, conducted the relicensing investigations
8 which consisted of a review of financial information,
9 disciplinary actions, litigation, and business credit
10 profiles, as well as the key persons associated with each
11 company. There were no issues or concerns discovered.

12 The findings of these investigations were provided to
13 the MGC Staff, and I'd be glad to answer any questions you
14 might have. Thank you.

15 CHAIRMAN ZIMMERMAN: Are there any questions for
16 Sergeant Masters or anyone else? Seeing none, thank you,
17 Sergeant Masters.

18 We'll now hear from Interim Executive Director Heather
19 Richenberger with the Staff recommendation regarding
20 Resolutions 24-033 and 24-034.

21 MS. RICHENBERGER: Thank you. The Missouri Gaming
22 Commission Staff is recommending relicensure of Boyd Gaming
23 Corporation and its Key Business Entity, Boyd TCIV, LLC.

24 CHAIRMAN ZIMMERMAN: Thank, Ms. Richenberger. Any
25 questions? Seeing none, thank you.

1 I move to approve Resolution 24-033. Is there a
2 second?

3 COMMISSIONER SPAULDING: Second.

4 CHAIRMAN ZIMMERMAN: Any further discussion? Seeing
5 none, Angie, would you call the roll?

6 MS. FRANKS: Chairman Zimmerman?

7 CHAIRMAN ZIMMERMAN: Approved.

8 MS. FRANKS: Commissioner Conway?

9 COMMISSIONER CONWAY: Approved.

10 MS. FRANKS: Commissioner Hane?

11 COMMISSIONER HANE: Approved.

12 MS. FRANKS: Commissioner Spaulding?

13 COMMISSIONER SPAULDING: Approved.

14 MS. FRANKS: By your vote, you've adopted Resolution
15 Number 24-033.

16 CHAIRMAN ZIMMERMAN: Next I move to approve Resolution
17 24-034. Is there a second?

18 COMMISSIONER HANE: Second.

19 CHAIRMAN ZIMMERMAN: Any further discussion? Seeing
20 none, Angie, would you call the roll?

21 MS. FRANKS: Chairman Zimmerman?

22 CHAIRMAN ZIMMERMAN: Approved.

23 MS. FRANKS: Commissioner Conway?

24 COMMISSIONER CONWAY: Approved.

25 MS. FRANKS: Commissioner Hane?

1 COMMISSIONER HANE: Approved.

2 MS. FRANKS: Commissioner Spaulding?

3 COMMISSIONER SPAULDING: Approved.

4 MS. FRANKS: By your vote, you've adopted Resolution
5 Number 24-034.

6 CHAIRMAN ZIMMERMAN: Thank you so much. We appreciate
7 the presentation.

8 Our next item of business is Consideration of
9 Ratification for Christopher Spears, Resolution 24-035.
10 Interim Director Heather Richenberger, you have the floor once
11 again.

12 INTERIM DIRECTOR RICHENBERGER: Thank you. Chairman
13 and Commissioners, good morning.

14 Under Tab D is a request for Ratification and Extension
15 of Licensure for Christopher Spears.

16 Mr. Spears holds a Key Person Supplier License which
17 was scheduled to expire on August 31, 2024. Mr. Spears'
18 renewal application was due on June 1, but he was out of the
19 country until recently. His paperwork has now been received
20 by the Missouri Gaming Commission.

21 As a result, we are not able to complete his background
22 by the August 28 commission meeting here today. Accordingly,
23 Staff requested and Chairman Zimmerman approved the extension
24 of Mr. Spears' license to October 18 of 2024.

25 The Staff does now request the Commission ratify that

1 action taken by the Chairman. We do anticipate having
2 Mr. Spears' background complete and on our September agenda
3 for renewal. Thank you.

4 CHAIRMAN ZIMMERMAN: Are this any questions for
5 Ms. Richenberger? All right, seeing none, I move to approve
6 Resolution 24-035. Is there a second?

7 COMMISSIONER SPAULDING: Second.

8 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
9 would you call the roll?

10 MS. FRANKS: Chairman Zimmerman?

11 CHAIRMAN ZIMMERMAN: Approved.

12 MS. FRANKS: Commissioner Conway?

13 COMMISSIONER CONWAY: Approved.

14 MS. FRANKS: Commissioner Hane?

15 COMMISSIONER HANE: Approved.

16 MS. FRANKS: Commissioner Spaulding?

17 COMMISSIONER SPAULDING: Approved.

18 MS. FRANKS: By your vote, you've adopted Resolution
19 Number 24-035.

20 CHAIRMAN ZIMMERMAN: Our next item of business is
21 Consideration of Licensure of Level I Key Applicants,
22 Resolution 24-036. Sergeant Jason McTheeney, you have the
23 floor.

24 SERGEANT MCTHEENEY: Good morning, Chairman and
25 Commissioners. Missouri State Highway Patrol Investigators

1 and Missouri Gaming Commission Financial Analysts conducted
2 comprehensive background investigations on Key and Level I
3 Applicants.

4 The investigations included, but were not limited to,
5 civil, criminal, financial, and general character inquiries
6 that were made in the jurisdictions where the applicants have
7 lived, worked, and frequented.

8 The following applications are being presented for your
9 consideration.

10 Richard Lee Huisinga, River City Casino, as Director of
11 Finance.

12 Jaime Marie Van Leer, Hollywood Casino St. Louis,
13 Director of Finance.

14 Nathan Erik Poleski, Ameristar Casino St. Charles,
15 Director of Security.

16 Tanisha Ashanti Urserly, PENN Entertainment,
17 Incorporated, Internal Audit Manager.

18 Rajendran Anbalagan, Caesars Entertainment,
19 Incorporated, as Chief Information and Product Transformation
20 officer.

21 Luis Manuel Dorn, Bally's Corporation, as Senior Vice
22 President, General Counsel-North America.

23 Victor Hugo Echenique, Junior, Caesars Entertainment,
24 Incorporated as Vice President-Internal Audit.

25 Siobhan Margaret Lane, Light & Wonder, Incorporated, as

1 Executive Vice President, Group Chief Executive of Gaming.

2 Craig Cameron Townsend, The United States Playing Card
3 Company, as President and Treasurer.

4 Halise Ekmen Uysal, Affinity Interactive, Chief
5 Financial Officer, Treasurer and Secretary.

6 Investigative findings were provided to the Missouri
7 Gaming Commission Staff for their review, and investigators
8 are available to answer any questions you might have. Thank
9 you.

10 CHAIRMAN ZIMMERMAN: Sergeant McTheeney, I just have
11 one question. On one of the applicants, Nathan Poleski, it
12 looks like part of his background was in California, in
13 jurisdictions in California, and I couldn't find anything in
14 his record, his employment record or residences he held that
15 showed California. I know that's kind of a strange abstract
16 question, but I just wondered if -- I mean there was something
17 in his background that sort of drew you all to California?

18 SERGEANT MCTHEENEY: So as memory serves me, in his
19 employment chart he listed -- you can see Hardee's there in
20 May of 2003.

21 CHAIRMAN ZIMMERMAN: Uh-huh.

22 SERGEANT MCTHEENEY: It's listed in Missouri as the
23 actual location that he physically worked, but when the
24 application came in, it was listed Hardee's headquarters out
25 in California --

1 CHAIRMAN ZIMMERMAN: Oh, okay.

2 SERGEANT MCTHEENEY: -- because that headquarters -- or
3 that location in St. Louis had closed, so he just put the
4 corporate headquarters. So when I was doing the
5 investigation, I checked there based off of the employment
6 chart, but then when I did the interview, I learned that he
7 really wasn't out in California.

8 CHAIRMAN ZIMMERMAN: Okay.

9 SERGEANT MCTHEENEY: But that's why you see California.

10 CHAIRMAN ZIMMERMAN: well, thank you. Like I said, I
11 know it's a real kind of an abstract question, but I was just
12 curious about the connection -- his connection in California.

13 SERGEANT MCTHEENEY: That's a great catch.

14 CHAIRMAN ZIMMERMAN: I appreciate that.

15 SERGEANT MCTHEENEY: You're testing my memory.

16 CHAIRMAN ZIMMERMAN: And I'm amazed you were able to
17 answer that really obscure question, but thank you. Any other
18 questions for Sergeant McTheeney? Come on, test him. Give
19 him another really hard one. Nobody will ever test you if you
20 answer it right, I guarantee it.

21 Seeing no other questions, I move to approve Resolution
22 24-036. Is there a second?

23 COMMISSIONER CONWAY: Second.

24 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
25 would you call the roll?

1 MS. FRANKS: Chairman Zimmerman?
2 CHAIRMAN ZIMMERMAN: Approved.
3 MS. FRANKS: Commissioner Conway?
4 COMMISSIONER CONWAY: Approved.
5 MS. FRANKS: Commissioner Hane?
6 COMMISSIONER HANE: Approved.
7 MS. FRANKS: Commissioner Spaulding?
8 COMMISSIONER SPAULDING: Approved.
9 MS. FRANKS: By your vote, you've adopted Resolution
10 Number 24-036.

11 CHAIRMAN ZIMMERMAN: Our next item of business is
12 Consideration of Relicensure of Key Persons, Resolution
13 24-037. Corporal Doug Fessenden will make the presentation.
14 Good morning, Corporal.

15 CORPORAL FESSENDEN: Good morning, Ms. Chairman and
16 Commissioners. Missouri State Patrol Investigators conducted
17 background investigation updates on Key Person License
18 Renewals. The investigations included an application review
19 as well as civil, criminal, and general character inquiries
20 made in the jurisdictions where the applicants currently
21 reside.

22 The following renewals are being presented for your
23 consideration.

24 William Richard Boyd, Vice President and Director, Boyd
25 Gaming Corporation.

1 William Samuel Boyd, Chairman Emeritus, Boyd Gaming
2 Corporation.

3 Troy Alan Davis, VP/GM for Bally's Corporation.

4 Sybille Helen de Cartier de Marchienne, Director,
5 Cartamundi NV.

6 Terrence Patrick Downey, Board of Directors, Bally's
7 Corporation.

8 Craig Loren Eaton, Executive VP, General Counsel and
9 Secretary for Bally's Corporation.

10 Linster Walter Fox, Board of Directors, Everi
11 Holdings, Incorporated.

12 Samantha Sacks Gallagher, Executive Vice President,
13 General Counsel and Secretary, VICI Properties, Incorporated.

14 Todd Michael George, EVP, Operations, PENN
15 Entertainment, Incorporated.

16 Colin John Henson, Independent Non-Executive Director,
17 Ainsworth Game Technology Ltd.

18 Keith William Henson, Senior VP and General Manager for
19 Boyd Gaming Corporation.

20 George Marshall Hirsberg II, Executive VP, Chief
21 Financial Officer, Treasurer, Boyd Gaming Corporation.

22 Ashley Maurene Hunter Osterberg, Independent Director,
23 International Game Technology PLC.

24 Takatomo Imai, President, Director, Secretary and
25 Treasurer, JCM American Corporation.

1 Yoshihiro Iuchi, Director, JCM American Corporation.

2 Marianne Elizabeth Boyd Johnson, Executive Chairman,

3 Boyd Gaming Corporation.

4 Janis Laverty Jones Blackhurst, Independent Director,

5 Caesars Entertainment, Incorporated.

6 Soohyung Kim, Director, Bally's Corporation.

7 Cheryl Ann Kondra, Independent Board Director, Galaxy

8 Gaming, Incorporated.

9 David Mousavi, Senior VP, Legal and Compliance, GC for

10 NRT Technology Corporation.

11 Luke Kenneth Orchard, Director and President, IGT.

12 George Thomas Papanier, CEO, Bally's Corporation.

13 Maria Teresa Pinelli, Independent Director,

14 International Game Technology PLC.

15 Jeffrey William Rollins, Director, Bally's

16 Corporation.

17 Kathryn Ann Schuster, Senior VP and GM, Caesars

18 Entertainment, Incorporated.

19 Keith Edward Smith, President and Chief Executive

20 Officer, Boyd Gaming Corporation.

21 Peter McGregor Thomas, Independent Director, Boyd

22 Gaming Corporation.

23 Robert Cooper Weir, SVP, Information Technology,

24 Bally's Corporation.

25 Wanda Young Wilson, Director, Bally's Corporation.

1 And Koji Yoshikawa, Outside Director, Japan Cash
2 Machine Company, LTD.

3 There are now no pending requests for these
4 investigations. Investigative findings were provided to the
5 Missouri Gaming Commission Staff for their review, and I would
6 be glad to answer any questions you might have. Thank you.

7 CHAIRMAN ZIMMERMAN: Great job on pronouncing all of
8 those names.

9 CORPORAL FESSENDEN: I did have some help. It wasn't
10 just me.

11 CHAIRMAN ZIMMERMAN: Don't ever give away your secrets.

12 CORPORAL FESSENDEN: Okay.

13 CHAIRMAN ZIMMERMAN: Any questions for the corporal?

14 COMMISSIONER HANE: I have one. On Janice Laverty
15 Jones Blackhurst, it lists her as an Independent Director. Is
16 she on the Board of Directors? Is she a board member on the
17 Board of Directors, but it says Independent Directors, I'm not
18 sure that --

19 CORPORAL FESSENDEN: I do not. I would have to defer
20 that.

21 SERGEANT MCTHEENEY: Sergeant Jason McTheeney, Highway
22 Patrol. I monitor Caesars for the State of Missouri, and yes,
23 she's on the Board of Directors.

24 COMMISSIONER HANE: Okay. So in this -- basically this
25 is a renewal, so we just do our due diligence, we check with

1 law enforcement and taxes paid; correct?

2 SERGEANT MCTHEENEY: Correct.

3 COMMISSIONER HANE: So I mean we don't -- we didn't ask
4 any hard questions this time like Are you married? How many
5 children do you have? Or How many houses do you own? We
6 didn't ask any of those hard questions?

7 SERGEANT MCTHEENEY: That's correct.

8 COMMISSIONER HANE: Okay, thank you.

9 CHAIRMAN ZIMMERMAN: Any other questions for the
10 corporal? Seeing none, thank you, Corporal Fessenden. I move
11 to approve Resolution 24-037. Is there a second?

12 COMMISSIONER SPAULDING: Second.

13 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
14 would you call the roll?

15 MS. FRANKS: Chairman Zimmerman?

16 CHAIRMAN ZIMMERMAN: Approved.

17 MS. FRANKS: Commissioner Conway?

18 COMMISSIONER CONWAY: Approved.

19 MS. FRANKS: Commissioner Hane?

20 COMMISSIONER HANE: Approved.

21 MS. FRANKS: Commissioner Spaulding?

22 COMMISSIONER SPAULDING: Approved.

23 MS. FRANKS: By your vote, you've adopted Resolution
24 Number 24-037.

25 CHAIRMAN ZIMMERMAN: Thank you. The next item on our

1 agenda is Consideration of Disciplinary Action, DC-24-073,
2 Bally's of Kansas City. Interim Executive Director Heather
3 Richenberger will be making the presentation.

4 INTERIM DIRECTOR RICHENBERGER: Good morning again,
5 Chairman and Commissioners. Under Tab G is the Preliminary
6 Order of Discipline directed at Bally's Kansas City Casino.
7 This Disciplinary Action arises from violations of the Code of
8 State Regulations, chapter 45, Sections 5.210, 1-J and 10.030,
9 6 and 7 and the Minimum Control Standards, known as the MICS,
10 Chapter A, Section 1.06 and Chapter E, Sections 1.09, 3.01,
11 4.03, 4.04, and 4.05 and the Casino's Internal Control
12 Standards, the ICS, Chapter E, Sections 4.03 and 4.11-D.

13 The violations involved the casino's slot department
14 staff placing Electronic Gaming Devices, known as EGDs, into
15 service for patron play prior to the required software
16 verification, sealing, and successful testing.

17 The violations also included the casino's failure to
18 adequately train its slot department employees and to keep
19 training records. There were multiple violations noted
20 beginning in January of 2023, and the violations continued to
21 be noted through November 23 of 2023.

22 In total, there were 12 EGDs placed into play prior to
23 the required verification, sealing, or testing of those
24 devices. The EGDs were improperly placed into play because
25 casino slot department employees were not properly trained.

1 In January of 2023, the slot manager was issued a
2 compliance directive to ensure casino slot department
3 employees were properly trained on the rules for placing EGDs
4 in service for patron play.

5 In October of 2023, after additional violations
6 occurred on this same issue, Missouri Gaming Commission's EGD
7 Coordinator Kelly Florea discussed the violations and MGC's
8 concerns with the casino slot manager. There were additional
9 violations in November of 2023, and the casino was issued a
10 Notice of Investigation for repeat violations and failure to
11 train slot department employees.

12 MGC subsequently made inquiry in January of 2024 as to
13 the training records for the casino's slot department
14 employees. In response, the casino had no training records to
15 provide.

16 For these violations, the Missouri Gaming Commission is
17 recommending a \$5,000 fine. The casino did not specifically
18 respond to this recommended discipline or fine, but during the
19 investigation, the casino did indicate it was updating its
20 training for slot employees and was ensuring proper records of
21 that training to be kept.

22 I'd be happy to answer any questions the Commission may
23 have on this particular discipline.

24 CHAIRMAN ZIMMERMAN: well, I do -- not a question in
25 particular, Ms. Richenberger, but I am concerned about the

1 number of violations, obviously, but the lack of training and
2 the MGC staff being told that training records were available
3 and then none were produced so, you know, obvious to me
4 that -- and then no response back to the letter indicating
5 what the discipline was going to be so, you know, certainly I
6 appreciate the Bally's staff indicating during the
7 investigation that they were going to update their training
8 and that sort of thing, but I would also cite that Bally's
9 received another discipline on 2-22 of '23, which is employees
10 also not following procedures and then basically those
11 violations on the slots happened at the same time as these
12 violations they're being cited for today.

13 So I would open it up for discussion to my fellow
14 Commissioners about this sort of continued pattern of behavior
15 that indicates a lack of training in all of these different
16 areas basically continuing to occur.

17 COMMISSIONER HANE: well, the question in September of
18 '23, Bally's adopted a variance to no longer require MGC to do
19 Phase 2 testing of the Electronic Gaming Devices, so if I
20 understand it correctly, Phase 2 testing is to ensure that the
21 device has communication with the casino's accounting system;
22 is that correct?

23 MS. RICHENBERGER: well, and to the specifics of that
24 to make sure where I'm getting the exact correct information,
25 I'd ask Kelly Florea to step forward. She's the subject

1 matter expert on this particular discipline.

2 COMMISSIONER HANE: Sure.

3 MS. RICHENBERGER: Kelly?

4 MS. FLOREA: Kelly Florea, EGD Coordinator. You're
5 correct, Phase 2 testing is done to ensure communication with
6 the slot accounting system.

7 COMMISSIONER HANE: Okay. So they requested a variance
8 to no longer require us to do that. Now, the people that do
9 that then, are these the same technicians that didn't have the
10 documented training that allowed 12 untested machines to go
11 out on the floor, three of which were placed into service in
12 October after the September variance?

13 MS. FLOREA: That's correct. And just to clarify, that
14 variance is only specific to a certain type of activity with
15 the slot machine, so the testing variance is only when they
16 relocate a machine from one place on a casino floor to
17 another. And that's the only change we've allowed them to do
18 (inaudible) testings.

19 COMMISSIONER HANE: Okay. So the training that they
20 received to do that comes from who?

21 MS. FLOREA: That would come from their supervision.

22 COMMISSIONER HANE: Okay, the same supervision that
23 hasn't provided any training records?

24 MS. FLOREA: Correct.

25 COMMISSIONER HANE: Okay. Now, also noticed in -- on

1 August 25 of 2003, we had a patron complaint of malfunction of
2 one of the EGD devices, so was that -- do you know if that was
3 one of the 12?

4 MS. FLOREA: Yes, that was one of the 12.

5 COMMISSIONER HANE: Okay. So there was a \$1,212
6 jackpot that was in question, so what happened to the -- what
7 happened to the money? I mean did the patron get the jackpot?

8 MS. FLOREA: It did eventually pay the payment.

9 COMMISSIONER HANE: Okay. Perfect. And also, on
10 February 24 of 2010, Bally's was fined \$10,000 for an EGD put
11 into service without a seal. So I'm not sure of our position
12 on progressive discipline.

13 MS. RICHENBERGER: I do know that as far as a record of
14 discipline, that that fine amount and date is correct.
15 Obviously, that's been some time ago, so I can't speak to that
16 particular fine amount, but that's correct.

17 COMMISSIONER HANE: Thank you.

18 CHAIRMAN ZIMMERMAN: Other discussion?

19 COMMISSIONER CONWAY: I share the Chairperson's concern
20 about the nonresponse to the letter that indicated that they
21 were in violation of some of our rules. Looking back
22 historically on this chart, 20 years ago, 22 years ago, the
23 first fine was \$50,000, and I'm certain that there was a
24 response at that time.

25 Now, I don't know if it's indicative -- I know that

1 we've faced challenges, especially in the last five years with
2 Covid and other things that have had a dramatic effect on the
3 gaming industry, but certainly I think if the Commission
4 issues a fine to one of its licensees, they are at least due a
5 response. And maybe the fact of the matter is that a \$5,000
6 fine does not seem to concern them to the extent where 22
7 years ago we fined them \$50,000.

8 So I believe that the Commission should at least take
9 that into consideration as violations continue in the future.
10 That's it.

11 CHAIRMAN ZIMMERMAN: Thank you, Commissioner Conway. I
12 would entertain a discussion regarding the amount of the fine.
13 To Commissioner Conway's reference of the fine amount, I too
14 was concerned by the lack of response, obviously, but by the
15 number of violations and the seeming continued pattern of the
16 lack of training. Any thoughts about a change in the fine
17 amount?

18 COMMISSIONER CONWAY: I'm not going to recommend a
19 change in the fine amount, mainly because it was -- it was
20 acceptable and I agree with our Staff, if that was the trend
21 and that's the average that we are subjecting gaming licensees
22 to penalties, then I'm not going to suggest that now; but I
23 think that we need to keep aware as, without a doubt the
24 industry is going to expand in a number of different
25 directions, that we certainly need to take into consideration

1 that if we are considered not to be an effective department,
2 that maybe we have to adapt to that attitude and make
3 decisions as far as what the penalties are we impose.

4 So I'm okay with this one because that was the
5 notification, but I think in the future, that would be
6 something that the Commission should at least take into
7 consideration.

8 COMMISSIONER HANE: If we propose a different amount,
9 then there is an opportunity for response from Bally's?

10 MS. RICHENBERGER: They do have the option to appeal
11 any fine that is issued by the Commission pursuant to a
12 Preliminary Order, yes.

13 COMMISSIONER HANE: Okay. As a long time believer in
14 progressive discipline, I would suggest that we take
15 precedence from our 2010 action of \$10,000 in addition to our
16 current suggestion of five and make it a total of \$15,000 fine
17 for these infractions.

18 CHAIRMAN ZIMMERMAN: Is that a motion?

19 COMMISSIONER HANE: Yes.

20 CHAIRMAN ZIMMERMAN: Will you make that in the form of
21 a motion?

22 COMMISSIONER HANE: I move that in reference to
23 DC-24-073, that the fine be increased from \$5,000 to \$15,000.

24 CHAIRMAN ZIMMERMAN: I'll second your motion. Further
25 discussion?

1 COMMISSIONER CONWAY: I'm going to, with all due
2 respect to Commissioner Hane, kind of make myself out there as
3 I wasn't going to recommend an increase in this particular
4 situation. I certainly think that there's some merit to his
5 recommendation, but I'm probably going to be a no.

6 CHAIRMAN ZIMMERMAN: Thank you. Angie, would you call
7 the roll?

8 MS. FRANKS: Chairman Zimmerman?

9 CHAIRMAN ZIMMERMAN: Approved.

10 MS. FRANKS: Commissioner Conway?

11 COMMISSIONER CONWAY: I disapprove.

12 CHAIRMAN ZIMMERMAN: Commissioner Hane?

13 COMMISSIONER HANE: Approved.

14 CHAIRMAN ZIMMERMAN: Commissioner Spaulding?

15 COMMISSIONER SPAULDING: Approved.

16 MS. FRANKS: By your vote, you've adopted DC-24-073
17 with an amended fine of \$15,000. Now we need to vote on it as
18 amended.

19 CHAIRMAN ZIMMERMAN: All right, I move to approve
20 DC-24-073 as amended. Is there a second?

21 COMMISSIONER SPAULDING: Second.

22 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
23 would you call the roll?

24 MS. FRANKS: Chairman Zimmerman?

25 CHAIRMAN ZIMMERMAN: Approved.

1 MS. FRANKS: Commissioner Conway?

2 COMMISSIONER CONWAY: Disapprove.

3 MS. FRANKS: Commissioner Hane?

4 COMMISSIONER HANE: Approved.

5 MS. FRANKS: Commissioner Spaulding?

6 COMMISSIONER SPAULDING: Approved.

7 MS. FRANKS: By your vote, you've adopted DC-24-073 as
8 amended.

9 CHAIRMAN ZIMMERMAN: Thank you. The next item on our
10 agenda is Consideration of Disciplinary Action, DC-24-074,
11 Century Casino Caruthersville. Ms. Richenberger, you still
12 have the floor.

13 MS. RICHENBERGER: Thank you. Under Tab H is the
14 Preliminary Order of Discipline directed at Century Casino
15 Caruthersville. This disciplinary action arises from
16 violations of the Missouri Gaming Commission's Minimum
17 Internal Control Standards, the MICS, Chapter M, Section 5.01,
18 which requires the casino to maintain a surveillance shift log
19 in which the surveillance department much chronologically
20 detail casino gaming events and actions involving
21 surveillance, to include documentation of any request for
22 surveillance review made by a casino employee or an MGC agent.
23 Moreover, Chapter A, Section 1.06 of the MICS requires a
24 casino to ensure its employees are properly trained on
25 relevant gaming rules and regulations, including the MICS.

1 Violations were first noted in November of 2023 when
2 the Missouri State Highway Patrol Trooper assigned to the
3 Gaming Division discovered that a casino employee's request
4 for surveillance review involving a patron's lost currency had
5 not been logged on the surveillance shift log.

6 When inquiry was made with the casino's surveillance
7 manager, the manager responded that the surveillance request
8 had not been logged because the casino employee making that
9 request did not use the term "review." The manager explained
10 that his department would not document a surveillance request
11 unless the term "review" was used by the requestor.

12 Based on this information, further investigation was
13 conducted. The investigation revealed that the surveillance
14 manager expected an email from employees making a surveillance
15 request as opposed to a phone call or other means.

16 The surveillance email request for review from July 1
17 to December 1 of 2023 showed 136 incidents where formal
18 requests were made for surveillance review, 26 which were not
19 properly documented on the surveillance shift log.

20 Based on these investigations, the surveillance manager
21 and multiple surveillance supervisors and leads have received
22 some form of discipline for the failure of the department's
23 leadership to ensure correct processes were being followed by
24 the surveillance staff.

25 The Missouri Gaming Commission is recommending a \$5,000

1 fine for these violations. In response to this proposed
2 discipline, the casino has indicated it's not contesting the
3 fine. It has further assured its understanding of the
4 importance of surveillance duties and regulatory requirements.
5 The casino stated that the issue had been directly addressed
6 with the surveillance manager who has acknowledged the
7 violations.

8 The casino further stated that surveillance training
9 manual has been reviewed to ensure full compliance and that
10 surveillance leadership is ensuring proper training of their
11 team to address the violations.

12 In addition, the casino has implemented a new review
13 process of the surveillance shift log, comparing it to the
14 surveillance and security incident reports to ensure
15 compliance. The casino further detailed that at the direction
16 of the corporate management, Internal Audit was now conducting
17 an independent review for further verification of compliance.

18 I'll just also note that additionally this morning,
19 General Manager Denny Callen contacted the Missouri Gaming
20 Commission. He wanted the Commission to know he had hoped to
21 be in attendance today but was unable due to new casino
22 construction obligations.

23 I'd be happy to answer any questions the Commission may
24 have.

25 CHAIRMAN ZIMMERMAN: I did appreciate their response to

1 the disciplinary letter about the changes that they've made by
2 corporate management and the Internal Audit Team doing
3 independent reviews of the MICS and the ICS, so I do
4 appreciate that very much.

5 Any other discussion? Any discussion? All right,
6 seeing none, thank you, Ms. Richenberger.

7 I move to approve DC 24-074. Is there a second?

8 COMMISSIONER CONWAY: Second.

9 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
10 would you call the roll?

11 MS. FRANKS: Chairman Zimmerman?

12 CHAIRMAN ZIMMERMAN: Approved.

13 MS. FRANKS: Commissioner Conway?

14 COMMISSIONER CONWAY: Approved.

15 MS. FRANKS: Commissioner Hane?

16 COMMISSIONER HANE: Approved.

17 MS. FRANKS: Commissioner Spaulding?

18 COMMISSIONER SPAULDING: Approved.

19 MS. FRANKS: By your vote, you've adopted DC-24-074.

20 CHAIRMAN ZIMMERMAN: Thank you. The next item on our
21 agenda is Consideration of Disciplinary Action DC-24-074
22 (sic), the Missouri Gaming Company, LLC. Deputy General
23 Counsel Tom Venneman will be making the presentation this
24 morning.

25 MR. VENNEMAN: Thank you very much. Good morning,

1 Chairman and Commissioners. Under Tab I, we have a
2 Preliminary Order of Discipline directed at the Missouri
3 Gaming Company, LLC, also known as Argosy Riverside Casino for
4 alleged violations of the Commission's Minimum Internal
5 Control standards, also known as the MICS, Chapter E, Section
6 2.16 and Chapter S, Section 9.04.

7 In this matter, MGC Compliance Auditors conducted a
8 compliance audit on the casino for the period of April 1 of
9 2020 through October 31 of 2022. On March 21 of 2023, final
10 audit reports were issued to Argosy Riverside Casino which
11 documented two significant findings.

12 The first finding stated that the review of 14 override
13 jackpot payouts from June and July of 2022 that exceeded \$100
14 revealed that 13 were not reported on the Surveillance Jackpot
15 Override Log as required by the MICS, Chapter E, Section 2.16.
16 This accounts for a 92.8 percent error rate.

17 Casino management responded to this finding and stated
18 that beginning on October 27 of 2022, slot team members will
19 be reminded via email, posted signage, and pre-shift meetings
20 to ensure that they were contacting surveillance on all
21 override jackpots of \$100 or more so that such override
22 jackpots could be properly logged. The response further
23 stated that the casino managers would be responsible for all
24 subsequent violations.

25 The next finding stated that an interview with the IT

1 manager on September 21 of 2022 revealed that the casino did
2 not retain a current list of all user accounts for Critical IT
3 systems and equipment in violation of the MICS, Chapter S,
4 section 9.04.

5 Casino management responded to this finding and stated
6 that the monthly report was not saving the PDF to a specific
7 location and further stated that the casino's IT team would
8 have the issue resolved by March 31 of 2023. The response
9 also indicated the director of IT would be responsible for
10 monitoring the issue.

11 In November of '23, MGC Compliance Auditors conducted a
12 follow-up to determine if the findings from the audit reports
13 had been corrected. During the follow-up, the auditors
14 determined that two significant findings had not been
15 corrected.

16 First, a sample of 12 override jackpot slips from
17 August 27 through October 27 of '23 were reviewed. Only two
18 of the 12 jackpot slips exceeded \$100, and neither of the two
19 had been recorded in the jackpot override log for a 100
20 percent error rate.

21 Additionally, the auditors requested documentation
22 showing the casino had retained a list of all user accounts
23 for the months of April through October of '23. Three weeks
24 later, the casino Director of IT provided an email response.
25 A review of the email and the attachment showed that although

1 the casino thought the reports were being generated
2 automatically each month and saved, they were not.

3 It further appeared that the casino only became aware
4 that the reports were not being generated and saved
5 automatically when the request from MGC was received and the
6 casino was unable to fulfill it.

7 The Missouri Gaming Commission is recommending a \$5,000
8 fine in this matter. This was communicated to the casino, and
9 in response to the proposed discipline, the casino does not
10 contest the fine and states that Casino Operations have
11 adjusted their internal procedures to include that all
12 overriding jackpots, regardless of amount, are to be reported
13 to surveillance and that the override jackpot report is
14 checked by casino operations managers.

15 Additionally, the director of IT said that he takes
16 full responsibility for the failure of retaining all current
17 user accounts and reassures that the issue has been corrected.

18 I'm happy to answer any questions the Commission may
19 have at this time.

20 CHAIRMAN ZIMMERMAN: My concern, you've heard the
21 Commission voice on numerous occasions, you know, looking
22 through their past disciplinary record, which is really
23 helpful information, when I look back at the types of
24 violations and the numbers of violations that I see, you know,
25 that are occurring through the years, I noticed a repeat of

1 audit findings, multiple instances, with the most recent being
2 in 2022, and also paying slot jackpots under \$5,000 without
3 any type of verifier.

4 So I'm glad to hear that the casino -- in the casino's
5 response, that they said that they're taking the appropriate
6 actions and that the IT department, you know, is looking at
7 that; but I am concerned that the MGC staff continues to find
8 things in their audits and, you know, they're responsive, but
9 it continues to happen. So I am concerned about the fact that
10 they have been -- have been found in error, I guess, in audit
11 findings time after time after time.

12 COMMISSIONER HANE: I understand the lack of reports,
13 but could somebody define for me an override jackpot?

14 MR. VENNEMAN: If I could, the subject matter expert on
15 this is Ms. Leshia Kempker. She's stepping up to the
16 microphone now.

17 MS. KEMPKER: Leshia Kempker, Compliance Audit Manager.
18 An override jackpot is one that's not recognized by the system
19 or has to be changed by amount of two numbers or more. It's
20 not communicating with the machine, the system's not
21 communicating, so they have to do an override to the system to
22 enter the jackpot into the system.

23 COMMISSIONER HANE: Okay. And these are with the
24 Electronic Gaming Devices?

25 MS. KEMPKER: Sure.

1 CHAIRMAN ZIMMERMAN: So, Ms. Kempker, not to put you on
2 the spot, but as I mentioned, repeated audit findings, you
3 know, year after year after year. Is this any more than you
4 find anywhere else?

5 MS. KEMPKER: It's not.

6 CHAIRMAN ZIMMERMAN: Okay.

7 MS. KEMPKER: I can tell you that the original findings
8 were not repeat findings from the previous audit, so --

9 CHAIRMAN ZIMMERMAN: New things? Any further
10 discussion?

11 COMMISSIONER CONWAY: No. I mean I don't want to
12 overemphasize, but both Argosy and Caruthersville were quick
13 to respond and accepted responsibility for their actions. I
14 think that's always an indication that they're trying to
15 cooperate as much as possible with the Commission.

16 CHAIRMAN ZIMMERMAN: Thank you. Any other questions
17 for Mr. Venneman or Ms. Kempker? All right, seeing none,
18 thank you, Mr. Venneman.

19 MR. VENNEMAN: Thank you.

20 CHAIRMAN ZIMMERMAN: I move to approve DC-24-075. Is
21 there a second?

22 COMMISSIONER HANE: Second.

23 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
24 would you call the roll?

25 MS. FRANKS: Chairman Zimmerman?

1 CHAIRMAN ZIMMERMAN: Approved.
2 MS. FRANKS: Commissioner Conway?
3 COMMISSIONER CONWAY: Approved.
4 MS. FRANKS: Commissioner Hane?
5 COMMISSIONER HANE: Approved.
6 MS. FRANKS: Commissioner Spaulding?
7 COMMISSIONER SPAULDING: Approved.
8 MS. FRANKS: By your vote, you've adopted DC-24-075.
9 CHAIRMAN ZIMMERMAN: The next item on our agenda is
10 Consideration of Waiver of Institutional Investors. The first
11 presentation is on BlackRock, Incorporated, Resolution 24-038.
12 Financial Manager Kylee Wieberg will be making three
13 presentations, but we'll vote on each one of those separately.
14 MS. WIEBERG: Thank you. Good morning, Chairman and
15 Commissioners.
16 Under Tab J, we have a Renewal Request for
17 Institutional Investor from BlackRock, Inc. BlackRock, Inc.
18 is an American multi-national investment company, and they are
19 considered to be the largest asset manager in the world.
20 BlackRock is publicly traded on the New York Stock
21 Exchange. They have approximately 10.5 trillion assets under
22 management. They currently hold a waiver for their ownership
23 in multiple Missouri licenses.
24 I'd be happy to answer any questions you may have.
25 CHAIRMAN ZIMMERMAN: I do have a question, Ms. Wieberg.

1 I understand that this is a renewal for 12 Missouri properties
2 and they've expressed an interest in expanding and stated it
3 may acquire interests in multiple Missouri licenses. Do you
4 know what percentage BlackRock is requesting for International
5 Game Technology?

6 MS. WIEBERG: It would be up to 20 percent.

7 CHAIRMAN ZIMMERMAN: Up to, but we don't know an actual
8 percentage? Anything up to 20, per their waiver?

9 MS. WIEBERG: Per their waiver, they had under 5
10 percent. The exact amount that they listed for International
11 Game Technology would be -- it just listed it as under 5
12 percent.

13 CHAIRMAN ZIMMERMAN: Okay. I just -- I thought I might
14 have missed it. I know that with the waiver they're allowed
15 to go up to 20 percent, I just wasn't sure if they had stated
16 somewhere what they were looking at.

17 MS. WIEBERG: No, their request is for up to 20
18 percent, so anything under that.

19 CHAIRMAN ZIMMERMAN: Okay. That was my only question.
20 Do we have any other questions for Ms. wieberg? No? Okay.
21 I move to approve Resolution 24-038. Is there a second?

22 COMMISSIONER CONWAY: Second.

23 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
24 would you call the roll?

25 MS. FRANKS: Chairman Zimmerman?

1 CHAIRMAN ZIMMERMAN: Approved.

2 MS. FRANKS: Commissioner Conway?

3 COMMISSIONER CONWAY: Approved.

4 MS. FRANKS: Commissioner Hane?

5 COMMISSIONER HANE: Approved.

6 MS. FRANKS: Commissioner Spaulding?

7 COMMISSIONER SPAULDING: Approved.

8 MS. FRANKS: By your vote, you've adopted Resolution
9 Number 24-038.

10 CHAIRMAN ZIMMERMAN: The next presentation is on T.
11 Rowe Price Associates, Resolution 24-039. Ms. Wieberg?

12 MS. WIEBERG: Under Tab K, we have a Renewal Request
13 for waiver for Institutional Investor from T. Rowe Price
14 Associates, Inc. T. Rowe Price Associates Inc. is a
15 registered investment advisor with the SEC.

16 T. Rowe Price Associates, Inc. operates as an
17 investment management firm. T. Rowe Price Associates, Inc.
18 approximately has 1.54 trillion assets under management.

19 T. Rowe Price Associates, Inc. is requesting a waiver
20 for multiple Missouri licensees for which they do not hold
21 greater than 5 percent interest.

22 CHAIRMAN ZIMMERMAN: Any questions for Ms. wieberg?
23 Seeing none, thank you, Ms. Wieberg. I move to approve
24 Resolution 24-039. Is there a second?

25 COMMISSIONER SPAULDING: Second.

1 CHAIRMAN ZIMMERMAN: Did you get that, Angie?

2 MS. FRANKS: I did.

3 CHAIRMAN ZIMMERMAN: Any further discussion? Seeing
4 none, Angie, would you call the roll?

5 MS. FRANKS: Chairman Zimmerman?

6 CHAIRMAN ZIMMERMAN: Approved.

7 MS. FRANKS: Commissioner Conway?

8 COMMISSIONER CONWAY: Approved.

9 MS. FRANKS: Commissioner Hane?

10 COMMISSIONER HANE: Approved.

11 MS. FRANKS: Commissioner Spaulding?

12 COMMISSIONER SPAULDING: Approved.

13 MS. FRANKS: By your vote, you've adopted Resolution
14 Number 24-039.

15 CHAIRMAN ZIMMERMAN: The last final presentation is on
16 AustralianSuper Pty Limited, Resolution 24-040. Ms. Wieberg?

17 MS. WIEBERG: Under Tab L, we have a Request for
18 Renewal of a waiver for Institutional Investor from
19 AustralianSuper Pty Limited. AustralianSuper Pty Limited is
20 the trustee of AustralianSuper. AustralianSuper is an
21 Australian superannuation fund which functions similar to a US
22 pension fund.

23 AustralianSuper is Australia's largest super fund,
24 managing retirement savings for over 3.4 million members.

25 AustralianSuper Pty Limited has approximately 350

1 billion assets under management. They own 6.9 percent stock
2 in Aristocrat Leisure Limited.

3 I'd be happy to answer any questions you may have.

4 CHAIRMAN ZIMMERMAN: I do have one quick question. The
5 final 20 pages of that report, are those just transactions of
6 Aristocrat?

7 MS. WIEBERG: Yes.

8 CHAIRMAN ZIMMERMAN: Okay. That's what I thought. I
9 just wasn't sure.

10 MS. WIEBERG: Well, for AustralianSuper in relation to
11 Aristocrat.

12 CHAIRMAN ZIMMERMAN: Aristocrat, okay. I just wasn't
13 sure what that represented.

14 Any other questions for Ms. Wieberg? Okay, seeing
15 none, thank you, Ms. Wieberg. I move to approve Resolution
16 24-040. Is there a second?

17 COMMISSIONER HANE: Second.

18 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
19 would you call the roll?

20 MS. FRANKS: Chairman Zimmerman?

21 CHAIRMAN ZIMMERMAN: Approved.

22 MS. FRANKS: Commissioner Conway?

23 COMMISSIONER CONWAY: Approved.

24 MS. FRANKS: Commissioner Hane?

25 COMMISSIONER HANE: Approved.

1 MS. FRANKS: Commissioner Spaulding?

2 COMMISSIONER SPAULDING: Approved.

3 MS. FRANKS: By your vote, you've adopted Resolution
4 Number 24-040.

5 CHAIRMAN ZIMMERMAN: The next item on our agenda is
6 Consideration of Delegation of Authority to the Chairman,
7 Resolution 24-041. Interim Executive Director Heather
8 Richenberger will be making the presentation.

9 MS. RICHENBERGER: Thank you, Chairman. Each year,
10 pursuant to the Code of State Regulations, the Commission
11 considers whether or not to extend the authority to the Chair
12 of the Commission to extend any existing license for up to 60
13 days. Today the Commission needs to consider renewing that
14 delegation of authority to Chair Zimmerman, and that is the
15 request of the Commission today.

16 CHAIRMAN ZIMMERMAN: Any questions for Ms.
17 Richenberger? Seeing none, thank you, Ms. Richenberger. I
18 move to approve Resolution 24-041. Is there a second?

19 COMMISSIONER CONWAY: Second.

20 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
21 would you call the roll?

22 MS. FRANKS: Chairman Zimmerman?

23 CHAIRMAN ZIMMERMAN: Approved.

24 MS. FRANKS: Commissioner Conway?

25 COMMISSIONER CONWAY: Approved.

1 MS. FRANKS: Commissioner Hane?

2 COMMISSIONER HANE: Approved.

3 MS. FRANKS: Commissioner Spaulding?

4 COMMISSIONER SPAULDING: Approved.

5 MS. FRANKS: By your vote, you've adopted Resolution
6 Number 24-041.

7 CHAIRMAN ZIMMERMAN: I appreciate your confidence.

8 The next item on our agenda is Consideration of the
9 Rules and Regulations, Resolution 24-042, Proposed Amendments.
10 Ms. Richenberger, you still have the floor.

11 MS. RICHENBERGER: Thank you. Under Tab N are four
12 proposed rule amendments. The proposed amendments -- the
13 first proposed amendment is to 11 CSR 45-13.030, which removes
14 Items E and F from Section 2 which restrict the Commission
15 from issuing Preliminary Orders of Discipline to licensees
16 whose licenses have been placed in Casino Restricted Status,
17 also known as Licensed, But Not Employed, or have an expired
18 license. It also prevented the same licensees from requesting
19 a hearing on those disciplines.

20 This amendment will allow a licensee whose license has
21 been placed in Casino Restricted Status or has expired to be
22 issued a Preliminary Order of Discipline and to request a
23 hearing in the same manner as active licensees.

24 The purpose statement for this rule was also amended to
25 clarify this rule applies to both applicants and licensees of

1 licenses established in 11 CSR 45-4, 45-51, 45-52 and 45-53,
2 in essence meaning that this amended rule applies to all
3 Commission licenses with the exception of Bingo and Fantasy
4 Sports.

5 The second proposed amendment is to 11 CSR 45-30.135.
6 It adds a new Section 3 to clarify that Bingo workers are
7 required to be on the approved worker list prior to working
8 Bingo. This rule is consistent with the Missouri
9 Constitution, Article 3, Section 39-A which only allows
10 members to work Bingo after they have been members for six
11 months.

12 The third amendment is a proposed amendment to 11 CSR
13 45-30.280 which revises Sections 3 and 6. The revision to
14 Section 3 clarifies that the check for starting cash for Bingo
15 play may be written to the licensed Bingo organization as
16 opposed to any charitable organization. The revision to
17 section 6 increases the number of members from the charitable
18 organization from three to four that may attend a
19 Bingo-related convention using Bingo funds.

20 Additionally, it reduces the number of conventions from
21 two to one that may be attended using Bingo funds each year.
22 This change is being proposed based on feedback from the
23 current Bingo licensees.

24 The fourth amendment is an amendment to 11 CSR
25 45-30.610. It revises Section 1 to remove wireless standards

1 from Bingo equipment. This rule is being amended because it
2 was not properly incorporated in the rule, and therefore the
3 standard should not have been included. This was identified
4 during the five-year Rule Review process.

5 The approval from the Governor's office to proceed with
6 these amendments was received on August 26, 2024 by MGC. If
7 these proposed amendments are approved, there will be a 30-day
8 public comment period beginning on October 1, 2024. There
9 will be a public hearing on November 1, 2024. The final
10 Orders of Rulemaking will be presented at the December 4, 2024
11 Commission meeting. If approved at that meeting, the
12 amendments will become effective on March 30 of 2025.

13 I'll be happy to answer any questions about these
14 amendments that you may have.

15 CHAIRMAN ZIMMERMAN: You actually answered my question,
16 Ms. Richenberger, which was about some of the rule changes
17 maybe being at the request of Bingo licensees about the number
18 of people attending the conventions and the conferences and
19 things like that, so I appreciate that.

20 MS. RICHENBERGER: That is correct.

21 CHAIRMAN ZIMMERMAN: Any further questions for Ms.
22 Richenberger? All right, seeing none, I move to approve
23 Resolution 24-042. Is there a second?

24 COMMISSIONER CONWAY: Second.

25 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,

1 would you call the roll?
2 MS. FRANKS: Chairman Zimmerman?
3 CHAIRMAN ZIMMERMAN: Approved.
4 MS. FRANKS: Commissioner Conway?
5 COMMISSIONER CONWAY: Approved.
6 MS. FRANKS: Commissioner Hane?
7 COMMISSIONER HANE: Approved.
8 MS. FRANKS: Commissioner Spaulding?
9 COMMISSIONER SPAULDING: Approved.
10 MS. FRANKS: By your vote, you've adopted Resolution
11 Number 24-042.
12 CHAIRMAN ZIMMERMAN: I think we're now ready to close
13 our open session. I move for closed meeting under Sections
14 313.847, RSMo., Investigatory, Proprietary and Application
15 Records and 610.021(1), RSMo., Legal Actions and Matters
16 Subject to Attorney Client Privilege and Legal Work Product,
17 (3) and (13) Personnel, (12) Contracts and (14) Records
18 Protected from Disclosure by Law. Is there a second?
19 COMMISSIONER HANE: Second.
20 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
21 would you call the roll?
22 MS. FRANKS: Chairman Zimmerman?
23 CHAIRMAN ZIMMERMAN: Approved.
24 MS. FRANKS: Commissioner Conway?
25 COMMISSIONER CONWAY: Approved.

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MS. FRANKS: Commissioner Hane?

COMMISSIONER HANE: Approved.

MS. FRANKS: Commissioner Spaulding?

COMMISSIONER SPAULDING: Approved.

MS. FRANKS: All right, we're in closed session.

COMMISSIONER ZIMMERMAN: Thank you, everybody.

[THAT CONCLUDES THE RECORD]

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REPORTER'S CERTIFICATE

I, Susanne E. Moon, Registered Professional Reporter, Certified Real-time Reporter, and Certified Court Reporter, certify that on I transcribed the audio recording from the August 28, 2024, proceedings held before the Missouri Gaming Commission, and I further certify that the foregoing 57 pages contain a true and accurate transcription of the proceedings made to the best of my ability.

Susanne Moon
Susanne E. Moon, RPR, CRR, CCR #473

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MISSOURI GAMING COMMISSION
Second Open Session Minutes
August 28, 2024

The Missouri Gaming Commission went into the second open session meeting at approximately 12:43 p.m. on Wednesday, August 28, 2024.

Chairman Zimmerman moved to adjourn the open session meeting. Commissioner Hane seconded the motion, and after a roll call vote, Zimmerman – yes, Conway – yes, Hane – yes and Spaulding – yes, the motion passed unanimously.

This meeting ended at 12:44 p.m.

MISSOURI GAMING COMMISSION
Third Open Session Minutes
August 28, 2024

The Missouri Gaming Commission went into the third open session meeting at approximately 1:03 p.m. on Wednesday, August 28, 2024.

Chairman Zimmerman called the meeting to order and after a roll call vote, Zimmerman – present, Conway – present, Hane – present and Spaulding – present, a quorum was met and the meeting proceeded.

Chairman Zimmerman moved to Adopt the Agenda. Commissioner Hane seconded the motion, and after a roll call vote, Zimmerman – yes, Conway – yes, Hane – yes and Spaulding, the motion passed unanimously.

Chairman Zimmerman moved to close the meeting under Sections 610.021(1), RSMo., Legal Actions and Matters Subject to Attorney Client Privilege and Legal Work Product, (3) & (13) Personnel, (12) Contracts and (14) Records Protected from Disclosure by Law and 313.847, RSMo., Investigatory, Proprietary and Application Records. Commissioner Hane seconded the motion, and after a roll call vote, Zimmerman – yes, Conway – yes, Hane – yes and Spaulding – yes, the motion passed unanimously.

The first open session meeting ended at 1:05 p.m.

MISSOURI GAMING COMMISSION
Fourth Open Session Minutes
August 28, 2024

The Missouri Gaming Commission went into the fourth open session meeting at approximately 4:20 p.m. on Wednesday, August 28, 2024.

Chairman Zimmerman moved to adjourn the open session meeting. Commissioner Hane seconded the motion, and after a roll call vote, Zimmerman – yes, Conway – yes, Hane – yes and Spaulding – yes, the motion passed unanimously.

This meeting ended at 4:22 p.m.