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MISSOURI GAMING COMMISSION

TRANSCRIPT OF PROCEEDINGS

JUNE 29, 2022

Transcribed by Sherry A. Marshall, CSR, CCR

Veritext Legal Solutions

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A P P E A R A N C E S

COMMISSIONERS:

- Mr. Mike Leara, Chairman
- Mr. Pat Conway
- Mr. David W. Hane
- Ms. Jan M. Zimmerman

ALSO PRESENT:

- Judge Peggy D. Richardson, Executive Director
- Mr. Edward J. Grewach, General Counsel
- Ms. Angie Franks, Commission Assistant

1           MR. LEARA: All right. We will call the  
2 meeting of the Missouri Gaming Commission to order.

3           Angie, please call the roll.

4           MS. FRANKS: Chairman Leara.

5           MR. LEARA: Present.

6           MS. FRANKS: Commissioner Conway.

7           MR. CONWAY: Present.

8           MS. FRANKS: Commissioner Hane.

9           MR. HANE: Present.

10          MS. FRANKS: Commissioner Zimmerman.

11          MS. ZIMMERMAN: Present.

12          MR. LEARA: I'm going to establish a  
13 quorum. We'll now move on to the approval of the  
14 agenda. I move for the approval of the agenda as  
15 printed. Is there a second?

16          MS. ZIMMERMAN: Second.

17          MR. LEARA: We have a second. Any  
18 discussion?

19          There being none. Angie, call the roll.

20          MS. FRANKS: Chairman Leara.

21          MR. LEARA: Approved.

22          MS. FRANKS: Commissioner Conway.

23          MR. CONWAY: Approved.

24          MS. FRANKS: Commissioner Hane.

25          MR. HANE: Approved.

1 MS. FRANKS: Commissioner Zimmerman.

2 MS. ZIMMERMAN: Approved.

3 MS. FRANKS: By your vote you've adopted  
4 the agenda.

5 MR. LEARA: Next item on the agenda is  
6 recognition of our elected officials, Mayor Rose,  
7 and I think you have an alderman here?

8 MAYOR ROSE: Yes, I do. I have Alderman  
9 Nathan Cretsinger with me as well today. Very proud  
10 to have him, but first of all, welcome to the City  
11 of Riverside. If this is your first time being  
12 here, you're in for a treat because I have an  
13 awesome facility and the best staff ever.

14 So we've got my man, Jason on the IT. So  
15 I just wanted to say welcome back if you've been  
16 here before. We truly love having you all. So  
17 thank you all for being here today.

18 MR. LEARA: And we'd like to thank you for  
19 allowing us to have this facility for this meeting,  
20 and it's a very pleasant place, so thank you.

21 MAYOR ROSE: Thank you.

22 MR. LEARA: Thank you.

23 MAYOR ROSE: Now, carry on.

24 MR. LEARA: With that in mind we'll move  
25 on to the next item on the agenda. Consideration of

1 minutes for May 25, 2022. I move for the approval.

2 Is there a second?

3 MR. CONWAY: Second.

4 MR. LEARA: We have a second. Any  
5 discussion on the minutes. Seeing none.

6 Angie, call the roll.

7 MS. FRANKS: Chairman Leara.

8 MR. LEARA: Approved.

9 MS. FRANKS: Commissioner Conway.

10 MR. CONWAY: Approved.

11 MS. FRANKS: Commissioner Hane.

12 MR. HANE: Approved.

13 MS. FRANKS: Commissioner Zimmerman.

14 MS. ZIMMERMAN: Approved.

15 MS. FRANKS: By your vote you've adopted  
16 the minutes of the May 25th, 2022 meeting.

17 MR. LEARA: So before we move on to the  
18 next item on the agenda, I would ask that our guests  
19 speaking today please say your name at the beginning  
20 and spell it. We are not in the presence of a court  
21 reporter today, so we will be transcribing for the  
22 minutes from a voice recording. So, thank you, and  
23 we'll move on.

24 First item of business is Bally's  
25 Corporation relicensure.

1 Will you go first, Ed, or are we going to  
2 have the company?

3 MR. GREWACH: Actually it would be Mr.  
4 Donovan, the General Manager, and Ms. Elizabeth  
5 Suever.

6 MR. LEARA: For presentation, Mr. Donovan,  
7 you have the floor or Ms. Suever.

8 MS. SUEVER: Thank you, Chairman.

9 I'll start if that's okay and I will spell  
10 my name for the court reporter. I am Elizabeth  
11 Suever and that's E-l-i-z-a-b-e-t-h S-u-e-v-e-r.

12 Chairman Leara, Commissioners Zimmerman,  
13 Conway and Hane, Executive Director Richardson and  
14 staff, good morning and thank you for giving me the  
15 opportunity to speak to you today on behalf of  
16 Bally's Corporation.

17 As I just stated for the court reporter,  
18 my name is Elizabeth Suever, and I'm the Vice  
19 President Government Relations for Bally's  
20 Corporation.

21 I'm here today in support of the renewal  
22 of the Missouri Class A license for Bally's  
23 Corporation, and I'm happy to answer any questions  
24 that you have.

25 I am joined today by Bally's Corporation

1 regional Vice President, Michael Donovan. Mike also  
2 happens to be the General Manager of Bally's Kansas  
3 City, and will provide updates on that property in a  
4 few moments.

5           We've prepared a brief PowerPoint to  
6 reflect the current state of our company as it  
7 continues to expand. The Bally's team remains  
8 thankful for the opportunity to operate in your  
9 great state, and for the professionalism of your  
10 staff in assisting with our relicensing process.

11           This first slide highlights that our  
12 company has successfully integrated a number of  
13 acquisitions to become a full service gaming brand  
14 that can offer state-of-the-art products in each  
15 gaming sector. Now segregated into Bally's Casino  
16 and Bally's Interactive, our company can service  
17 multiple gaming channels for states and patrons with  
18 efficiency and high integrity proven systems. While  
19 Missouri may not have all these channels available  
20 yet, Bally's will be ready should Missouri join in.

21           Bally's Corporation has deep roots in  
22 land-based regional casinos demonstrated by our  
23 national multi-property portfolio that currently  
24 includes 17 casinos across 11 states, a horse track,  
25 and 13 authorized off-track betting licenses in

1 Colorado. System wide we have over 10,000 team  
2 members servicing approximately 15,800 slot  
3 machines, 500 table games, and 5,300 hotel rooms.  
4 As is likely to become apparent, Bally's Corporation  
5 is a dynamic group, so we have a few exciting  
6 developments in process including a \$1.7 billion  
7 development in downtown Chicago, a pending  
8 acquisition on Tropicana Las Vegas, and a new casino  
9 in State College, Pennsylvania.

10 With Bally's current footprint including  
11 market access across 11 states, we have the third  
12 largest casino footprint in the country. Bally's is  
13 the only United States casino company that owns  
14 racetracks, OTBs, proprietary sports betting and  
15 iGaming technology, as well as a daily fantasy sports  
16 platform and a free to play platform.

17 In addition to the substantial  
18 redevelopment of our Missouri property, which Mike  
19 will speak to you about momentarily, I wanted to  
20 highlight a few of the reinvestment projects in  
21 which our company is actively working.

22 Much like in Missouri, we are proud as a  
23 company to be one of the few large-scale  
24 reinvestment projects in these jurisdictions.  
25 Currently we're putting \$40 million into Kansas



1 City, a hundred million dollar renovation in  
2 Atlantic City, including the Carousel Bar in the  
3 yard, which are those two pictures you see there. A  
4 hundred million dollars in Rhode Island, including a  
5 new high limit area and a high end spa. A hundred  
6 and twenty million dollar casino development in  
7 State College, Pennsylvania, and the \$1.7 billion  
8 new development in downtown Chicago.

9           With all the acquisition and reinvestment  
10 activity, I wanted to assure you that Bally's  
11 financial position remains exceptionally strong.  
12 Our cash on hand, and in particular, our borrowing  
13 availability under our credit facility reflect that  
14 we remain nimble to execute on opportunities and  
15 fully able to support our properties such as Bally's  
16 Kansas City. Our debt maturities are distant and  
17 manageable as well.

18           Our company actively participates in the  
19 majority of Missouri General Assembly, and continues  
20 to consider expanding sports betting and other types  
21 of mobile gaming that have been adopted by other  
22 states. With our experience in online sports  
23 wagering that is currently active in five states, we  
24 can offer insight into the industry and regulatory  
25 frameworks.

1                   If you are a sports fan you may have  
2 noticed that Bally Sports is already here carrying  
3 both the Kansas City Royals and the Cardinals. Not  
4 to steal Mike's thunder, but Bally's is thinking  
5 ahead of integrating a premier sports bar into our  
6 Kansas City redevelopment.

7                   I think the key take-aways from this slide  
8 are, one, that Bally's has developed into a top-tier  
9 brand with refined industry knowledge, and, two,  
10 Bally's is ready to help Missouri hit the ground  
11 running and provide Missouri patrons with the  
12 state-of-the-art experience in any of the latest  
13 gaming products the Missouri General Assembly may  
14 choose to allow in the future.

15                  As I mentioned earlier, the Bally's team  
16 genuinely appreciates the opportunity to work with  
17 you and your professional and highly skilled  
18 licensing staff. We did take note of the  
19 instructions from your staff to work on timely and  
20 complete filings. In that regard we have taken  
21 transformative steps to enhance the Bally's  
22 licensing and compliance department. We added three  
23 new positions including a director, manager and  
24 licensing analyst, as well as five additional  
25 licensing analysts that have been hired.

1           We purchased an integrated art in the sky  
2 into our application and tracking processes, and we  
3 believe that these changes will greatly enhance our  
4 responsiveness, accuracy and tracking.

5           Now before handing the presentation over  
6 to Mike, I wanted to again express my appreciation  
7 on behalf of Bally's for this opportunity to present  
8 to you today, and to share some of the ways in which  
9 we can support our Missouri operation for years to  
10 come.

11           On behalf of Bally's Corporation, I  
12 respectfully request the renewal of the Class A  
13 license for Bally's Corporation. And with that, I  
14 am pleased to turn over the presentation to Mike  
15 Donovan, Regional Vice President and General Manager  
16 of Bally's, Kansas City.

17           MR. LEARA: Any questions for Elizabeth?

18           None.

19           Thank you.

20           MS. SUEVER: Thank you.

21           MR. LEARA: Mr. Donovan.

22           MR. DONOVAN: Thank you, Elizabeth.

23           As Elizabeth mentioned, my name is Mike  
24 Donovan, M-i-k-e D-o-n-o-v-a-n. I'm the Regional  
25 Vice President and General Manager at Bally's Kansas

1 City.

2           Mr. Chairman, Commissioners, Executive  
3 Director Richardson and staff, thank you for the  
4 opportunity to present to you today. It was a  
5 pleasure to have you all at the property yesterday.  
6 It's great seeing the transformation in person. We  
7 can talk about it in pictures, but at the end of the  
8 day I think seeing all the positive changes that are  
9 going on at the property just make it worthwhile.

10           Over the last two years since Bally's has  
11 owned the property we've seen a tremendous amount  
12 of positive changes. We've completely re-branded  
13 the property to Bally's Kansas City. We've added  
14 new gaming spaces, over 150 new casino games to the  
15 floor. And faced our great headwinds, we've hired  
16 our record team member count in the past year. In  
17 May marked our 21st consecutive month of revenue  
18 growth at the property.

19           We've seen the incredible amount of  
20 support along the way. A lot of hard work has gone  
21 into each one of these initiatives that we've  
22 executed over the last two years. So I'd personally  
23 like to thank the MGC staff and our officers at the  
24 property. They've worked with us through very  
25 difficult times, obviously, over the last couple of

1 years, so we appreciate all their hard work.

2           Now I would like to just give a brief  
3 update on the development plans and highlight  
4 support from our local partners.

5           So hopefully some of these slides make it  
6 clear that we're not simply just refreshing the  
7 property, yet we are completely transforming the  
8 future of our facility. I know we discussed it  
9 yesterday, but we have a 40,000 square-foot  
10 commercial center that's being built currently in  
11 front of our property. Inside of that 40,000  
12 square-foot commercial center, part of our  
13 \$40 million renovation we will have two world-class  
14 entertainment facilities, Sugar Factory and  
15 Chickie's and Pete's. Sugar Factory is renowned  
16 worldwide for its unique culinary experience. We  
17 expect this space to be a wow for our current  
18 customers, and at the same time allow us to attract  
19 a new younger clientele to the property.

20           Also, with nearly 100 locations throughout  
21 the US, Chickie's and Pete's offers an unparalleled  
22 sports bar experience. The state-of-the-art  
23 location will be a destination for sporting events,  
24 and will feature a spectacular view of downtown from  
25 our outdoor patio.

1                   Both of these venues and our new retail  
2 spaces will position us for the future of the  
3 property with future growth for years to come.

4                   We've worked with local partners and  
5 business organizations to develop our plans. We're  
6 proud to be joined here today by Port KC. I'd like  
7 to thank Jon Stephens, the President of Port KC for  
8 his continued support and unique vision for the  
9 Riverfront.

10                  Between the new women's MLS Soccer  
11 Stadium, additional residential and entertainment  
12 projects, we're proud to be a part of the future of  
13 the downtown Kansas City Riverfront.

14                  Finally, we've been and will continue to  
15 be involved with local business community  
16 organizations. We realize that our success is  
17 contingent on ultimately the success of the city,  
18 the region and the state of Missouri.

19                  That concludes our Class A renewal  
20 presentation. Elizabeth and I are happy to answer  
21 any questions that you have, and genuinely  
22 appreciate your consideration of the Bally's Class A  
23 relicensure.

24                  Thank you.

25                  MR. LEARA: Any questions for Mr. Donovan?

1 I see none.

2 Thank you. Thank you, and thank you for  
3 the tour of your facility yesterday.

4 MR. DONOVAN: Thank you.

5 MR. LEARA: Yep. Quite enjoyable.

6 All right. Sergeant Holcomb. You have  
7 the floor.

8 SERGEANT HOLCOMB: Good morning,  
9 Mr. Chairman, Commissioners. I'm Sergeant Brian  
10 Holcomb with the Missouri State Highway Patrol.  
11 B-r-i-a-n H-o-l-c-o-m-b.

12 Bally's Corporation is the ultimate  
13 parent company of Bally's Kansas City Casino.  
14 Bally's Corporation submitted an application to the  
15 Missouri Gaming Commission on April 29, 2022, for  
16 renewal of the company's Class A riverboat gaming  
17 license. This license is scheduled to expire on  
18 June 30, 2022. This renewal is the second of two  
19 one-year relicensing periods following the initial  
20 licensing approval in June, 2020, as required by  
21 11 CSR 45-4.190. If approved, the company will fall  
22 into a four-year renewal rotation.

23 Twin River Management Group, Inc. is a  
24 subsidiary of Bally's Corporation, and currently  
25 holds the Key Business Entity license, which is set

1 to expire on June 30, 2022.

2 Twin River Management Group, Inc.,  
3 submitted an application to Missouri Gaming  
4 Commission on April 29, 2022, for renewal of the  
5 company's Key Business Entity license.

6 Standard RI Limited currently holds the  
7 Key Business Entity license due to its ownership of  
8 Bally's Corporation stock, and its license is also  
9 said to expire on June 30, 2022.

10 Standard RI Limited submitted an  
11 application to the Missouri Gaming Commission on May 18,  
12 2022.

13 Missouri State Highway Patrol Officers and  
14 Missouri Gaming Commission Financial Investigators  
15 conducted relicensing investigations and it  
16 consisted of a financial analysis, a review of  
17 disciplinary actions, litigations and business  
18 credit profiles, and review of the key persons  
19 associated with each company.

20 Investigative findings were provided to  
21 the Missouri Gaming staff for their review, and  
22 investigators will be glad to answer any questions  
23 you might have. Thank you.

24 MR. LEARA: Any questions for Sergeant  
25 Holcomb?



1 I see none.

2 Sergeant, thank you.

3 SERGEANT HOLCOMB: Thank you, sir.

4 MR. LEARA: I think, Mr. Stephens, would  
5 you care to speak on the renewal of the license?

6 MR. STEPHENS: I will. Thank you,  
7 Commissioners. I --

8 MR. LEARA: Your name and title.

9 MR. STEPHENS: Yeah. Jon Stephens,  
10 President and CEO of Port KC the Port Authority of  
11 Kansas City, Missouri. That's J-o-n  
12 S-t-e-p-h-e-n-s.

13 Thank you for allowing me to say a few  
14 words on behalf of Bally's KC. We are the land  
15 leasehold party of Port KC with Bally's, but we also  
16 view ourselves as a partner in the operations and  
17 redevelopment of the Berkeley Riverfront area, which  
18 has been a 20-year process to reinvest in that area.

19 When first receiving notice in 2020, of  
20 the pending sale of the casino property to what is  
21 now this group, their management team as well as  
22 their corporate team have been proactive in their  
23 communications with us, and with the community, and  
24 exceedingly community focused.

25 Their operations and communications at all

1 levels have been professional and open, and they  
2 have been proactive in partnerships as we look at  
3 the significant reinvestment and redevelopment of  
4 the Riverfront.

5 Their reinvestment as was outlined here,  
6 is already proving beneficial to the community, both  
7 in their direct operations, as well as the  
8 reputation of the Kansas City Riverfront.

9 I support the continued operations in  
10 Kansas City, and we look forward to the continued  
11 partnership of Bally's.

12 Thank you.

13 MR. LEARA: Thank you.

14 MR. STEPHENS: Any questions?

15 MR. LEARA: Any questions for Mr.  
16 Stephens?

17 I see none.

18 Thank you, Mr. Stephens.

19 MR. STEPHENS: Thank you.

20 MR. LEARA: Any comments from staff before  
21 we move?

22 MR. GREWACH: Staff recommends approval.

23 MR. LEARA: Thank you.

24 I have a question to staff.

25 Quickly, explain again the relationship

1 between Standard RI, Twin River and Bally's because  
2 we have two motions here under the same agenda item  
3 and I just want to refresh my memory.

4 MR. GREWACH: Yes. Ed Grewach,  
5 G-r-e-w-a-c-h, General Counsel. The two Standard RI  
6 and Twin Rivers Management Groups are Key Business  
7 Entities of Bally's, and under our current practice  
8 we've been attempting to set up their expiration  
9 dates so they all coincide. So these two  
10 resolutions would renew those licenses, and then  
11 have them all expire on June 30, 2026.

12 MR. LEARA: Understood. All right. It  
13 helped. Thank you.

14 All right. Any other questions for staff  
15 or the company?

16 I seen none. I move -- okay. You're  
17 sure?

18 UNIDENTIFIED SPEAKER: Yeah.

19 MR. LEARA: All right. I move for the  
20 approval of Resolution Number 22-036, Bally's  
21 Corporation Class A licensure.

22 Is there a second?

23 COMMISSIONER CONWAY: Second.

24 MR. LEARA: We have a second.

25 Any discussion? I see none.

1 Angie, call the roll.

2 MS. FRANKS: Chairman Leara.

3 MR. LEARA: Approved.

4 MS. FRANKS: Commissioner Conway.

5 MR. CONWAY: Approved.

6 MS. FRANKS: Commissioner Hane.

7 MR. HANE: Approved.

8 MS. FRANKS: Commissioner Zimmerman.

9 MS. ZIMMERMAN: Approved.

10 MS. FRANKS: By your vote you've adopted  
11 Resolution Number 22-036.

12 MR. LEARA: Next item, Resolution Number  
13 22-037 Standard RI Limited and Twin River Management  
14 Group Class A licensure.

15 I move for the approval. Is there a  
16 second?

17 MS. ZIMMERMAN: Second.

18 MR. LEARA: Second, Madam Zimmerman.

19 Any discussion on the motion? I see none.

20 Angie, call the roll.

21 MS. FRANKS: Chairman Leara.

22 MR. LEARA: Approved.

23 MS. FRANKS: Commissioner Conway.

24 MR. CONWAY: Approved.

25 MS. FRANKS: Commissioner Hane.

1 MR. HANE: Approved.

2 MS. FRANKS: Commissioner Zimmerman.

3 MS. ZIMMERMAN: Approved.

4 MS. FRANKS: By your vote you've adopted  
5 Resolution Number 22-037.

6 MR. LEARA: Congratulations.

7 Next item on the agenda is consideration of  
8 relicensure of Harrah's Kansas City. Presentation by  
9 Julie Sola.

10 Good morning.

11 MS. SOLA: Good morning.

12 MR. LEARA: You have the floor.

13 MS. SOLA: Good morning, Chairman,  
14 Commissioners and staff. My name is Julie Sola,  
15 J-u-l-i-e S-o-l-a, and I'm the Senior Vice  
16 President and General Manager of Harrah's Kansas  
17 City Casino and Hotel in North Kansas City,  
18 Missouri. I have been the General Manager since  
19 July of 2020, but I've been at the property since  
20 1997.

21 Before I get started I'd like to make a  
22 few introductions of the team that's joining me  
23 today. First I have our Regional President for the  
24 Midwest, Todd Connelly. We also have Harrah's  
25 Executive team Gary House, VP of Finance. Jennifer

1 Jennings, our VP of Human Resources. Tim Fajkus is  
2 our VP of Operations and Marketing. Zach Mays is  
3 our Director of Casino Operations. Chris Harmon is  
4 our Director of Food and Beverage. Tina Payne is  
5 our recently promoted Regulatory Compliance Manager.  
6 Also we have Matt Aiazzi, our Corporate Counsel and  
7 Chuck Ball, our Surveillance Manager. So I  
8 appreciate them being here and just their support  
9 and leadership in our property.

10 So I'm truly honored today to present our  
11 summary package for consideration for relicensing.  
12 Harrah's Kansas City is owned by -- sorry. I've got  
13 to get used to doing the slides here. Harrah's  
14 Kansas City is owned by Caesars Entertainment, the  
15 Class A licensee in Missouri. We are very pleased  
16 to have new partners in our state owned by Caesars,  
17 Isle of Capri Boonville and Horseshoe St. Louis.

18 With the merger between Caesars  
19 Entertainment and Eldorado, we now have 49  
20 properties in the US, over 55,000 slot machines,  
21 2,900 table games and 46,000 hotel rooms.

22 Harrah's Kansas City employs 745 team  
23 members, and we have 392 hotel rooms, just under a  
24 thousand slot machines, 45 table games and 13 poker  
25 tables.

1                   We are developed on 55 acres of land  
2 leased from the city of North Kansas City. The  
3 total estimated cost when we opened the property was  
4 \$89 million. We have continued to invest in the  
5 property over the past 27 years including a second  
6 hotel tower, a parking garage, four restaurants,  
7 Voodoo Lounge and per our development agreement, we  
8 pay the City of North Kansas City rent every year.  
9 The rent payment is greater of \$2 million per year  
10 or two percent of our revenues. As you can see from  
11 the chart, we had a decline in -- the biggest  
12 decline came from 2020 when the casino closed for  
13 several months during the COVID-19 pandemic.

14                   I am happy to report that Harrah's Kansas  
15 City has fully complied with the development  
16 agreement with the city of North Kansas City, and we  
17 have an excellent partnership. Later you will hear  
18 from the City of North Kansas City, Mayor Bryant  
19 DeLong.

20                   Making sure that our property stays in  
21 good shape and is attractive to our guests, we are  
22 continually reinvesting capital in the property. A  
23 total of over \$465 million have been invested since  
24 opening, including \$16.8 million over the past four  
25 years.

1                    Since our last relicensing, the casino  
2 floor has been redesigned with additional revenue  
3 that includes new paint, ceiling tiles, a new  
4 employee break room, that you all were able to see  
5 yesterday, fully enclosed non-smoking slot area, and  
6 a private gaming room. We have also replaced our  
7 escalators that lead to the second floor. We have  
8 continually refreshed our slot product adding 266  
9 new slot machines, which is roughly 25 percent of  
10 the floor over the past four years. We have all new  
11 casino signage, and improved the baccarat signage on  
12 the casino floors that allows guests to track all  
13 eight games at once.

14                    Additional capital projects include Bite &  
15 Bean Quick Service Restaurant, Gordon Ramsay's Steak  
16 Fine Dining Restaurant and a team member dining  
17 room. You can see some of the photos on the slides  
18 from our completed capital projects.

19                    For our crime activity, while we would  
20 love the number of crimes reported to be much lower.  
21 We continue to nurture an outstanding relationship  
22 with local county and state law enforcement to defer  
23 criminal activity and ensure we provide a safe  
24 environment for our guests and team members. For  
25 example, we installed a license plate reader at our



1 entrance that notifies North Kansas City Police  
2 Department of license plates that are associated  
3 with criminal activity including stolen cars, stolen  
4 license plates, wanted persons, Amber alerts just to  
5 name a few. Our surveillance and security team then  
6 partner with local authorities to assist in any  
7 investigation necessary, which I think you saw some  
8 of that yesterday during the tour.

9           Along with the addition of the license  
10 plate reader at the property, we have continued to  
11 invest outside and for continued security  
12 enhancements. We have added additional wireless  
13 surveillance coverage outside. We've improved  
14 lighting in our surface lots. We've added emergency  
15 blue lights that provide a direct line to security  
16 dispatch from our parking garage. We've installed  
17 additional cameras and televisions in the garage.  
18 Purchased a new security vehicle, property radios  
19 and Veridocs ID scanners. All these purchases were  
20 made with the safety and security top of mind.

21           We also take responsible gaming seriously.  
22 Every team member completes Project 21 training and  
23 certification. Existing team members complete  
24 refresher training on an annual basis. We have  
25 identified and certified responsible gaming

1 ambassadors, who are trained to intervene with  
2 guests who make comments or need an intervention  
3 about their gambling habits. We participate in  
4 Responsible Gaming Week, and it's not just about  
5 putting out posters. We engage our team members,  
6 participate in games and activities to ensure they  
7 understand the importance of this initiative. We  
8 include the 1-888-BETS-OFF number on all of our  
9 materials and promote the state DAP Program.

10 Underage gaming is also something that we  
11 take seriously at the property. We ensure that  
12 anyone that appears to be under the age of 30 is  
13 properly ID'd. As I mentioned previously, we  
14 purchased a new system to check and verify IDs  
15 called Veridocs. If someone has a fraudulent ID or  
16 passport, it will be identified. All of our team  
17 members receive regular ID training. We have  
18 additional equipment we use for identification for  
19 false or altered IDs, including flashlights, black  
20 lights, state ID books, et cetera. We have  
21 implemented a bounty program in place that allows us  
22 to reward those team members who identify an under  
23 age patron or somebody presenting with a false ID.

24 I am proud to say that Harrah's Kansas  
25 City is very active in charitable giving. Over the

1 last licensure period we have donated over 668,000  
2 to various organizations throughout the state, a few  
3 of which we have listed on the next slide.

4 I'd like to point out a couple that  
5 include the YMCA, The Band of Angels, Sleep in  
6 Heavenly Peace and Meals on Wheels. We donate  
7 through a variety of giving mechanisms. One percent  
8 of our net operating income receipts agreement with  
9 the City of North Kansas City through the Caesars  
10 Foundation and then through property donations.

11 In addition to financial support, we are  
12 proud of our team members for their time or for  
13 the time spent volunteering in our community. While  
14 our team has reduced in size, their overall time  
15 spent serving the community has not diminished.  
16 HERO, or what we call Harrah's Employees Reaching  
17 Out, has donated over 2,300 hours of community  
18 service, and this does not include any of the hours  
19 from 2019 due to the upgrades in a tracking system  
20 that we weren't able to track. As you see below  
21 there are a few photos of check presentations and  
22 work in the community that we have completed.

23 A new initiative during the relicensing  
24 period was the implementation of employee jeans days  
25 and our donation boxes located on the casino floor.

1 You got to see this in action yesterday. These  
2 boxes are available for guests to donate unwanted  
3 slot tickets, chips and/or cash. These funds are  
4 then collected and paid out to local, charitable  
5 organizations. These are generally nominated  
6 through our team members and selected. Since  
7 inception of this charitable program, we paid out  
8 over \$96,000 from this initiative.

9 Here's some of the charitable  
10 organizations that have -- that we have donated to.

11 The economic impact of Harrah's Kansas  
12 City is strong. For the past four years our team  
13 members have earned salaries and wages and benefits  
14 more than \$133 million. During COVID we paid all of  
15 our team members the first two weeks, and paid our  
16 team members' insurance premiums during the closure  
17 period. Property tax, sales tax, taxes on jackpots  
18 have had an economic impact of over \$35 million.

19 You will see a slight decline in the  
20 property tax in 2021. The assessed value reduction  
21 and subsequent tax decrease between 2020 and 2021  
22 was simply the result of the county's normal  
23 depreciation practices. This resulted in a decrease  
24 of approximately 55,000 unassessed personal  
25 property. Additionally, the property tax mileage

1 rate decreased resulting in decrease of  
2 approximately 250,000 on an assessed land and  
3 improvements to the property. So that is the big  
4 decrease that you'll see between 2020 and 2021.

5 Most of our team members live on the  
6 Missouri side, and we have a small amount that live  
7 in Kansas. We have an incredibly diverse workforce,  
8 and have representation across races and ethnicities  
9 of 37 percent. As the first female General Manager  
10 for Harrah's Kansas City, I am equally proud to work  
11 with an executive team that has three female  
12 executive team members and two members of color. As  
13 a company, I'm proud to say that Caesars  
14 Entertainment has committed to 50 percent  
15 leadership, female leadership by the year 2025.

16 Our total diverse spend is a \$14.5 million  
17 or 25 percent of our total spend. During the  
18 licensure period we saw a decline in overall diverse  
19 spend from 2018 to 2021. A large decline came over  
20 the past several years with one vendor. It was in  
21 the amount of \$1.3 million, and there is still some  
22 unresolved issues, and Caesars Entertainment has  
23 decided to part ways with the company.

24 Vendor Diversity in procurement is deeply  
25 rooted in our culture. We have continued focus on

1 diversity, including attending vendor fairs, sharing  
2 diversity vendor opportunities across our enterprise  
3 and working very closely with our regional  
4 procurement team to identify opportunities. We will  
5 continue to partner with our procurement team to  
6 help identify diverse spend and having two new  
7 properties in Missouri will certainly lean on them  
8 for shared best demonstrated practices in this  
9 state.

10           Before I ask for any questions from  
11 anyone, I would like to take a moment to introduce  
12 Mayor Bryant DeLong and Deputy City Administrator,  
13 Kim Nakahodo. I believe Mayor DeLong would like to  
14 share a few thoughts regarding our property.

15           MR. LEARA: Please.

16           MAYOR DELONG: Thank you. Thank you,  
17 Julie, and good morning, Commissioners. I am Bryant  
18 DeLong, Mayor of North Kansas City, the Home Doc  
19 City of Harrah's Kansas City. I've been the Mayor  
20 of North Kansas City since April 2021. Before being  
21 elected mayor I served on the City Council four  
22 years previous. During my time in office Harrah's  
23 has been one of the city's best corporate citizens.

24           Julie Sola, the General Manager, and the  
25 Harrah's staff's been very proactive and cooperative

1 with the city.

2           The City of North Kansas City continues to  
3 utilize gaming revenues received from Harrah's to  
4 improve infrastructure and the quality of life of  
5 not only our residents but the residents of the  
6 Greater Northland.

7           The gaming revenues have been used for  
8 economic development purposes and the purchase of  
9 real estate for the redevelopment of a Brownfield  
10 area in the city. At the time of the purchase the  
11 Brownfield area was the largest EPA superfund site  
12 in the nation. The superfund site has been  
13 responsibly abated and is actively being  
14 redeveloped, allowing for new businesses in job  
15 centers for our city in the entire Kansas City  
16 Metro. And currently on that site we actually have  
17 residents now. We have people living on that site,  
18 as well as hotels and restaurants and more things on  
19 the way.

20           In addition, the city uses these revenues  
21 to renovate our hundred-year-old water treatment  
22 plant to better position our infrastructure for the  
23 future.

24           North Kansas City continues to share  
25 gaming revenues by participating in regional

1 initiatives. In partnership with the Missouri  
2 Department of Transportation, the city will begin  
3 renovating the Burlington Corridor known as Route 9.  
4 This MoDOT Corridor is a major connector in the  
5 Kansas City region, and it will soon feature  
6 multimodal transportation infrastructure for  
7 commuters of all modes. We will continue to use  
8 revenues generated by Harrah's to enhance the city  
9 in the future.

10           And I added something on here. I have to  
11 touch on two COVID points real quick. COVID is a  
12 very trying time for many businesses and many  
13 industries, but even while facing strong headwinds,  
14 Harrah's continued to step up in several ways to  
15 support the North Kansas City community, including  
16 donating several pallets of produce and dairy to the  
17 North Kansas City YMCA. The YMCA was able to get  
18 that produce in the hands of people facing food  
19 insecurity as well as, as you guys are probably  
20 aware, the hospitals faced a lot of real challenges  
21 in making sure they had supplies at the beginning of  
22 the pandemic. They also were -- stepped up and  
23 donated gloves I know to the North City Kansas  
24 Hospital.

25           So with that, I'll close with saying my



1 experience with Harrah's Kansas City and their  
2 leadership team has been nothing but positive since  
3 their arrival in the City of North Kansas City, and  
4 I appreciate the opportunity to speak to you this  
5 morning and would support the relicensure of  
6 Harrah's.

7 Thank you.

8 MR. LEARA: Thank you, Mr. Mayor.

9 Any questions for Mayor DeLong?

10 None. Thank you.

11 Julie.

12 MS. SOLA: I now entertain any questions  
13 that you might have.

14 MR. LEARA: I don't think we have any.

15 Thank you.

16 MS. SOLA: Okay. Thank you for allowing  
17 us to present our relicensing.

18 MR. LEARA: All right. We have on the  
19 agenda public comment. Is there anyone here wishing  
20 to speak on the relicensure?

21 Seeing none.

22 Sergeant McTheeney.

23 SERGEANT MCTHEENEY: Jason McTheeney with  
24 the Missouri State Highway Patrol, J-a-s-o-n  
25 M-c-T-h-e-e-n-e-y. Good morning, Mr. Chairman, and

1 Commissioners. Harrah's North Kansas City, LLC  
2 doing business as Harrah's Kansas City submitted an  
3 application to the Missouri Gaming Commission on  
4 December 30, 2021, for the renewal of their  
5 company's Class B riverboat gaming license. This  
6 license is set to expire on June 30, 2022.

7 Missouri State Highway Patrol  
8 Investigators and Missouri Gaming Commission  
9 Financial Investigators conducted relicensing  
10 investigations, which consisted of a financial  
11 analysis, a review of disciplinary actions,  
12 litigation and business credit profiles, and a  
13 review of key persons associated with the company.

14 Investigative findings were provided to  
15 the Missouri Gaming Commission staff for their  
16 review and investigators will be glad to answer any  
17 questions you might have. Thank you.

18 MR. LEARA: Yeah. One real quick,  
19 Sergeant. This is a relicensure? This is on a four  
20 year cycle --

21 SERGEANT MCTHEENEY: Yes, sir.

22 MR. LEARA: -- now or this will be? I  
23 don't think this was -- were they Harrah's four  
24 years ago?

25 SERGEANT MCTHEENEY: Harrah's North Kansas

1 City?

2 MR. LEARA: Yeah. They were Harrah's four  
3 years ago? So this is a four-year renewal. I'm  
4 sorry.

5 SERGEANT MCTHEENEY: Correct.

6 MR. LEARA: Okay. We're not in the  
7 middle -- we're not 18 months into some transaction  
8 that --

9 SERGEANT MCTHEENEY: No.

10 MR. LEARA: All right. Any questions for  
11 Sergeant McTheeney?

12 Seeing none. Thank you, Sergeant.

13 SERGEANT MCTHEENEY: Okay.

14 MR. LEARA: Oh, Jennifer. The compliance  
15 review. You have the floor.

16 MS. HEMMEL: Jennifer Hemmel,  
17 J-e-n-n-i-f-e-r H-e-m-m-e-l, Senior Compliance  
18 Officer. Good morning, Mr. Chairman, and  
19 Commissioners.

20 In March 2022, the Missouri Gaming  
21 Commission staff conducted a 100 percent audit of  
22 the MBE/WBE records for the Class B licensee,  
23 Harrah's Kansas City. The results of our audit and  
24 specific details related to those findings can be  
25 found in the summary report in your possession.

1 I'll be happy to answer any questions that  
2 you may have.

3 MR. LEARA: Any questions for Jennifer?

4 Seeing none. Thank you for your report.

5 Staff recommendation?

6 MR. GREWACH: Staff recommends approval.

7 MR. LEARA: Staff recommends approval.

8 All right. Any other discussion?

9 Seeing none. I move for the approval of  
10 Resolution Number 22-038. Is there a second?

11 MR. HANE: Second.

12 MR. LEARA: Second, Mr. Hane.

13 Any other discussion?

14 Seeing none.

15 Angie, call the roll.

16 MS. FRANKS: Chairman Leara.

17 MR. LEARA: Approved.

18 MS. FRANKS: Commissioner Conway.

19 MR. CONWAY: Approved.

20 MS. FRANKS: Commissioner Hane.

21 MR. HANE: Approved.

22 MS. FRANKS: Commissioner Zimmerman.

23 MS. ZIMMERMAN: Approved.

24 MS. FRANKS: By your vote you've adopted

25 Resolution Number 22-038.

1                   MR. LEARA: Next item on the agenda,  
2 relicensure or licensure of Key Business Entities.

3                   Sergeant McTheeney.

4                   SERGEANT MCTHEENEY: Mr. Chairman, and  
5 Commissioners. Caesars Growth Partners, LLC and  
6 Caesars Resort Collection, LLC are being presented  
7 for licensure as Key Business Entities of Harrah's  
8 North Kansas City, LLC. Caesars Resort Collections,  
9 LLC is wholly owned by Caesars Growth Partners, LLC  
10 which in turn is wholly owned by Caesars  
11 Entertainment, a Class A licensee in the State of  
12 Missouri, an ultimate parent company of Class B  
13 licensee Harrah's North Kansas City, LLC.

14                   Missouri State Highway Patrol  
15 Investigators and Missouri Gaming Commission  
16 Financial Investigators conducted a comprehensive  
17 investigation of Caesars Growth Partners, LLC and  
18 Caesars Resort Collection, LLC. The investigations  
19 included, but were not limited to, a financial  
20 analysis, jurisdictional inquiries and a review of  
21 disciplinary actions.

22                   The investigative findings were provided  
23 to the Missouri Gaming Commission staff for their  
24 review and investigators are available to answer any  
25 questions you might have.

1 Thank you.

2 MR. LEARA: Any questions for Sergeant  
3 McTheeney or Mr. O'Dell?

4 Seeing none. Sergeant, thank you.

5 Any other discussion?

6 Seeing none. I move for the approval of  
7 Resolution Number 22-039. Is there a second?

8 MS. ZIMMERMAN: Second.

9 MR. LEARA: Second, Madam Zimmerman.

10 Any other discussion on the motion?

11 Seeing none.

12 Angie, call the roll.

13 MS. FRANKS: Chairman Leara.

14 MR. LEARA: Approved.

15 MS. FRANKS: Commissioner Conway.

16 MR. CONWAY: Approved.

17 MS. FRANKS: Commissioner Hane.

18 MR. HANE: Approved.

19 MS. FRANKS: Commissioner Zimmerman.

20 MS. ZIMMERMAN: Approved.

21 MS. FRANKS: By your vote you've adopted  
22 Resolution Number 22-039.

23 MR. LEARA: Next item on the agenda,  
24 consideration of relicensure of a supplier. Sergeant  
25 Masters.

1                   SERGEANT MASTERS:  Sergeant John Masters,  
2   J-o-h-n  M-a-s-t-e-r-s.  Good morning, Mr. Chairman,  
3   and Commissioners.  Missouri State Highway Patrol  
4   Investigators along with MGC Financial Investigators  
5   conducted the relicensing investigation of Genesis  
6   Gaming Solutions, Inc., which is currently a  
7   licensed supplier in the State of Missouri.  This  
8   investigation consisted of but was not limited to  
9   jurisdictional inquires, feedback from gaming  
10  company clients, a review of disciplinary actions,  
11  litigation and business credit profiles, as well as  
12  a review of key persons associated with Genesis.

13                   The result of this investigation was  
14  provided to the MCG staff for their review, and the  
15  investigating officers are present to answer any  
16  questions you have.  Thank you.

17                   MR. LEARA:  Sergeant Masters, is the  
18  supplier licensure relicensure on a two or four year  
19  schedule?

20                   SERGEANT MASTERS:  No, sir.  Two.

21                   MR. LEARA:  Two?

22                   SERGEANT MASTERS:  Every two years, yes.

23                   MR. LEARA:  So they --

24                   SERGEANT MASTERS:  They were initially  
25  licensed in 2020.

1           MR. LEARA: Okay. And all supplier  
2 licenses are two year cycles?

3           SERGEANT MASTERS: Yes, sir.

4           MR. LEARA: Okay.

5           All right. Any questions for Sergeant?

6           I see none. Thank you.

7           MR. CONWAY: No. I think I'm just going  
8 to bring something up with staff at a later time in  
9 regard to the operation of -- I mean I'm just kind  
10 of curious how the management of player activity  
11 works with this company? I mean it says one of the  
12 integral parts of their operation is to determine  
13 the player activity; is that correct?

14           SERGEANT MASTERS: Yes. They provide the  
15 software for the company.

16           MR. CONWAY: Okay. So it's just a  
17 software? It's not a visual or there's no  
18 correlation between the player and the security  
19 system?

20           SERGEANT MASTERS: No, not that I believe.  
21 It's just a --

22           MR. CONWAY: Just manages their activity  
23 on the table trackers. Okay.

24           MR. LEARA: Is there analysis by Genesis  
25 of the data collected or is the analysis done by the



1 person purchasing the software?

2 SERGEANT MASTERS: I couldn't answer that.

3 Somebody from the casino --

4 MR. LEARA: Was that your question?

5 MR. CONWAY: Kind of where I'm going with  
6 it, yeah. I just was, you know, I'm sure it's very  
7 arbitrary on how you -- I'm sure some of the staff  
8 from the other casinos might know, but how you  
9 monitor the activity of people on table games as far  
10 as, you know, what threshold they're at. But that's  
11 just kind of wondering how the system worked,  
12 whether it was just completely a software deal and  
13 not anything connected to any visual.

14 SERGEANT MASTERS: I know 11 of the 13  
15 casinos here in Missouri do it. So they'd probably  
16 be a better person to answer.

17 MR. CONWAY: All right. Thank you.

18 MR. LEARA: Sergeant, thank you.

19 Were there any other questions for the  
20 Sergeant?

21 Okay. Any questions for Mr. O'Dell?

22 Seeing none. We'll move on the motion now  
23 or did you have more to go?

24 SERGEANT MASTERS: No, sir. I have the  
25 next presentation.

1                   MR. LEARA: The next presentation, all  
2 right. So we'll act on this Resolution Number  
3 22-040 relicensure of Genesis Gaming Solutions. I  
4 move for the approval. Is there a second?

5                   MR. CONWAY: Second.

6                   MR. LEARA: Second, Mr. Conway. Any  
7 discussion on the motion?

8                   Seeing none.

9                   Angie, call the roll.

10                  MS. FRANKS: Chairman Leara.

11                  MR. LEARA: Approved.

12                  MS. FRANKS: Commissioner Conway.

13                  MR. CONWAY: Approved.

14                  MS. FRANKS: Commissioner Hane.

15                  MR. HANE: Approved.

16                  MS. FRANKS: Commissioner Zimmerman.

17                  MS. ZIMMERMAN: By your vote you've  
18 adopted Resolution Number 22-040.

19                  MR. LEARA: The next item on the agenda,  
20 consideration of licensure of Key Level One and Key  
21 applicants. Standby.

22                  All right, Sergeant, you have the floor.

23                  SERGEANT MASTERS: Mr. Chairman, and  
24 Commissioners, Missouri State Highway Patrol  
25 Investigators and MGC Financial Investigators

1 conducted comprehensive background investigations on  
2 Key and Level I applicants. The investigations  
3 included but were not limited to civil, criminal and  
4 financial and general character inquiries, which  
5 were made in the jurisdictions where the applicants  
6 lived, work and frequented. The following  
7 applicants are being presented for your  
8 consideration: Enrico Drago, Vice Chairman and  
9 Director for De Agostini S.p.A. Richard Owen, IT  
10 Manager for Hollywood Casino St. Louis.

11 The investigative findings were provided  
12 to the MGC staff for their review and investigators  
13 are present to answer any questions you might have.  
14 Thank you.

15 MR. LEARA: Any questions for Sergeant  
16 Masters? I see none.

17 Thank you, Sergeant.

18 SERGEANT MASTERS: Thank you, sir.

19 MR. LEARA: Any further discussion? I see  
20 none. I move for the approval of Resolution Number  
21 22-041. Look for a second.

22 MR. HANE: Second.

23 MR. LEARA: Second, Mr. Hane.

24 Any discussion on the motion? Seeing  
25 none.

1 Angie, call the roll.  
2 MS. FRANKS: Chairman Leara.  
3 MR. LEARA: Approved.  
4 MS. FRANKS: Commissioner Conway.  
5 MR. CONWAY: Approved.  
6 MS. FRANKS: Commissioner Hane.  
7 MR. HANE: Approved.  
8 MS. FRANKS: Commissioner Zimmerman.  
9 MS. ZIMMERMAN: Approved.  
10 MS. FRANKS: By your vote you've adopted  
11 Resolution Number 22-041.

12 MR. LEARA: Next item on the Agenda,  
13 renewal of Key Business Entities Caesar Enterprise  
14 Services. Sergeant Coulson.

15 SERGEANT COULSON: Jeff Coulson, Missouri  
16 State Highway Patrol. J-e-f-f C-o-u-l-s-o-n.  
17 Mr. Chairman, and Commissioners, Missouri State  
18 Highway Patrol Investigators and Missouri Gaming  
19 Commission Financial Investigators conducted  
20 background investigation updates on Key Business  
21 Entity renewals. The investigations included a  
22 business credit profile and financial review, a  
23 Missouri tax clearance, as well as a review of  
24 litigation and open source data. The following  
25 renewals are being presented for your consideration:

1 Caesars Enterprise Services, LLC; Caesars Holding,  
2 Inc.; Japan Cash Machine Co., Ltd. There are  
3 no pending requests for these investigations.

4 Investigative findings were provided to  
5 the Missouri Gaming Commission staff for their  
6 review and I would be glad to answer any questions  
7 you might have. Thank you.

8 MR. LEARA: So I may have implied that it  
9 was just for Caesars. It's three separate business  
10 entities on one motion?

11 SERGEANT COULSON: Yes.

12 MR. LEARA: And that's correct, okay.  
13 Japan Cash is not affiliated with other than maybe a  
14 vendor. Okay. All right. Thank you.

15 Any questions for Sergeant Coulson?

16 I see none.

17 Sergeant, thank you.

18 Any further discussion? I see none.

19 I move for the approval of Resolution  
20 Number 22-042 and ask for a second.

21 MS. ZIMMERMAN: Second.

22 MR. LEARA: Second Madam Zimmerman.

23 Any discussion on the motion?

24 I see none.

25 Angie, call the roll.

1 MS. FRANKS: Chairman Leara.  
2 MR. LEARA: Approved.  
3 MS. FRANKS: Commissioner Conway.  
4 MR. CONWAY: Approved.  
5 MS. FRANKS: Commissioner Hane.  
6 MR. HANE: Approved.  
7 MS. FRANKS: Commissioner Zimmerman.  
8 MS. ZIMMERMAN: Approved.  
9 MS. FRANKS: By your vote you've adopted

10 Resolution Number 22-042.

11 MR. LEARA: Next item on the agenda,  
12 consideration of relicensure of Key persons.  
13 Sergeant Coulson, and before you get started, do I  
14 need to pull that up?

15 SERGEANT COULSON: Yes, sir.

16 MR. LEARA: All right. Yes, there was a  
17 number of them.

18 All right. Sergeant Coulson, you have the  
19 floor.

20 SERGEANT COULSON: Mr. Chairman, and,  
21 Commissioners. Missouri State Highway Patrol  
22 Investigators conducted background investigation of  
23 some Key person renewals. The investigations  
24 included an application review as well as civil,  
25 criminal and general character inquiries made in the

1 jurisdictions where the applicants currently reside.  
2 The following renewals are being presented for your  
3 consideration. Eric Paul Fiocco, Chief Operating  
4 Officer and Chief Marketing Officer, Affinity  
5 Interactive.

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

8 Craig L. Eaton, Executive Vice President,  
9 General Counsel and Secretary, Bally's  
10 Corporation.

11 George Thomas Papanier, Chief Executive  
12 Officer, Bally's Corporation.

13 Robert Cooper Weir, Senior Vice President  
14 Retail Technology and Chief Information Officer,  
15 Bally's Corporation.

16 Wanda Young Wilson, Director, Bally's  
17 Corporation.

18 Linster Walter Fox, Board of Directors,  
19 Everi Holdings, Inc.

20 Randy Lee Taylor, President and Chief  
21 Operating Officer, Everi Payments, Inc.

22 Luke Kenneth Orchard, Secretary, IGT.

23 Christopher Clark Spears, Executive Vice  
24 President and Secretary, International Game  
25 Technology, Inc.

1                   Yoshihiro Iuchi, Director, JCM American  
2 Corporation.

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

8                   MR. LEARA: We have a number of those.  
9 Any questions for Sergeant Coulson?

10                  MR. HANE: These are -- all of these are  
11 just relicensures?

12                  SERGEANT COULSON: Yes.

13                  MR. HANE: These are not starting from  
14 scratch?

15                  SERGEANT COULSON: That's right.

16                  MR. LEARA: And we have an investigative  
17 report, but we have scaled that back as you're  
18 aware. Okay. Hopefully, that's reduced your  
19 workload some and kept costs down for the licensees,  
20 is that correct?

21                  SERGEANT COULSON: Yes.

22                  MR. LEARA: Would you say that it has?

23                  SERGEANT COULSON: I would think so.

24                  MR. LEARA: Okay. Good. That was our  
25 goal. And do you feel we're still maintaining



1 enough supervision over without going through the  
2 full --

3 SERGEANT COULSON: Yes.

4 MR. LEARA: Okay. And you're comfortable  
5 with that?

6 SERGEANT COULSON: Yes. Very much.

7 MR. LEARA: Okay. Good. That's good to  
8 hear. Thank you.

9 Any questions for Sergeant Coulson?

10 Seeing none. Thank you, Sergeant.

11 So I move for the approval of Resolution  
12 Number 22-043 relicensure of Key persons as stated.  
13 Is there a second?

14 MR. CONWAY: Second.

15 MR. LEARA: Second Mr. Conway.

16 Any discussion on the motion?

17 Seeing none.

18 Angie, call the roll.

19 MS. FRANKS: Chairman Leara.

20 MR. LEARA: Approved.

21 MS. FRANKS: Commissioner Conway.

22 MR. CONWAY: Approved.

23 MS. FRANKS: Commissioner Hane.

24 MR. HANE: Approved.

25 MS. FRANKS: Commissioner Zimmerman.

1 MS. ZIMMERMAN: Approved.

2 MS. FRANKS: By your vote you've adopted  
3 Resolution Number 22-043.

4 MR. LEARA: Next item on the agenda  
5 consideration of disciplinary action. Mr. Grewach.

6 MR. GREWACH: Thank you, Mr. Chairman,  
7 and, Commissioners. Ed Grewach, G-r-e-w-a-c-h,  
8 General Counsel. Under Tab I we have a preliminary  
9 order of discipline directed to Mark Twain Casino.  
10 This disciplinary order is in combination of two  
11 separate investigations. One involving the table games  
12 department, and the second involving the casino's  
13 electronic gaming device staff. We combined the two  
14 cases because they both include evidence of a lack  
15 of proper training and supervision of Mark Twain  
16 employees.

17 The cases involve numerous violations of  
18 either CSR or Minimum Internal Controls Standards.  
19 We have a rule, 5.053, which states that persistent  
20 tolerance of unsuitable methods of operation will be  
21 grounds for disciplinary action against the Class B  
22 licensee.

23 On July 20, 2021, Corporal Harrison was  
24 reviewing the table game error report for the time  
25 period of January 1, 2021 through July 31, 2021. He

1 found one table game dealer, Snodgrass, during that  
2 time period had 502 reported errors, 131  
3 surveillance observation reports and was issued four  
4 compliance directives.

5           During that same time period, another  
6 dealer, Treaster, had 316 reported errors, 82  
7 surveillance observation reports and 19 compliance  
8 directives.

9           He then looked at all the table games  
10 personnel for that time period and found a total of  
11 2,397 dealer errors, 28 percent of which were  
12 reported by patrons.

13           Of course, again, all those errors that  
14 were committed were violations of various provisions  
15 in Chapter C and D of our Minimum Internal Controls.  
16 The casino had attributed the errors to the health  
17 of those two particular dealers we're dealing with.

18           The second investigation involved Mark  
19 Twain's electronic gaming device staff. On October  
20 the 9th, 2021, Missouri Gaming Commission Agent was  
21 called to respond to a patron complaint. At the EGD  
22 the physical reels indicated that the patron had won  
23 300 credits while the machine only paid 15 credits  
24 out. Investigation determined that the reel from  
25 this game had been moved from one machine to this

1 game, but the slot technician that had set up or made the  
2 transfer didn't test the reel after it had been  
3 installed. Fifteen credits was correct. The reel  
4 was just reading incorrectly.

5 In addition to this particular incident,  
6 the EGD technician for the casino did not report the  
7 incident to surveillance.

8 Further investigation of the electronic  
9 gaming device department realized, discovered, that  
10 the electronic gaming device staff had minimum  
11 training and that they did not have -- know how to  
12 do -- perform basic tasks and they indicated to our  
13 investigators that they learned mainly by trial and  
14 error.

15 The Discipline Review Board recommended a  
16 fine of \$25,000. In response to the 14-day letter  
17 and with other communication we received from the  
18 casino, the casino did indicate that they began an  
19 investigation as soon as they learned of the notice  
20 of investigation. They did not, in any of their  
21 communication, contest the violation or contest the  
22 amount of fine being recommended.

23 They -- after they undertook their  
24 evaluation of their table game staff, they  
25 terminated two dealers. They reduced their

1 operating hours. They simplified their table game  
2 offering. They indicated that it was very difficult  
3 to find experienced table game dealers for their  
4 location.

5           So initially they just reduced their table  
6 game offerings to Black Jack, a very simple game,  
7 with the idea that they would then expand the games  
8 offered as the more experienced dealers would be  
9 trained and brought on board.

10           They brought in Affinity, their parent  
11 company's senior operations' team, to give a two-day  
12 seminar to their dealers. They put a training table  
13 on the casino floor so if a dealer was having an  
14 issue, they could take them, instead of taking them  
15 off the floor doing the training later, take them  
16 immediately to this spared table, training table and  
17 show them what was done wrong or what should have  
18 been done under that particular circumstance.

19           They indicated that their electronic game  
20 technicians lacked experience due to high turnover  
21 rate. So they brought in some -- some help from a  
22 sister property in Iowa and, in fact, sent some of  
23 their EGD staff up to Iowa to receive additional  
24 training. They also meet bi-weekly with the boat  
25 sergeant to identify the issues. The DRB had voted

1 to continue with its fine of two thousand --  
2 \$25,000.

3 MR. LEARA: Okay. We've read the  
4 disciplinary order and the response from the company  
5 and I'm comfortable with that.

6 Any questions for Mr. Grewach.

7 Madam.

8 MS. ZIMMERMAN: Thank you, Mr.  
9 Chairman.

10 Mr. Grewach, did they indicate at all any  
11 kind of ongoing training? I know that they brought  
12 in Affinity and did the seminar, but, obviously, you  
13 know, it seems with the number of violations, which  
14 is pretty shocking, that there needed to be much,  
15 much more training that would be ongoing during the  
16 course of employment.

17 MR. GREWACH: They did. They did indicate  
18 that this training that they've already had and  
19 continued to be ongoing, that was one purpose of  
20 putting the table on the floor, the training on the  
21 floor, was one element of that.

22 MR. LEARA: Any other questions?  
23 Mr. Hane.

24 MR. HANE: You said 2,397 mistakes.

25 MR. GREWACH: Yes.

1                   MR. HANE:  And 28 percent of those were  
2 pointed out by customers?

3                   MR. GREWACH:  Correct.

4                   MR. HANE:  All right.  Thanks.

5                   MR. LEARA:  Okay.  Mr. Conway, you wish to  
6 opine?

7                   MR. CONWAY:  Well, I saw the 28 percent.  
8 I'm going well, those were the ones that were  
9 reported.  If the mistake was in their favor, it's  
10 unlikely they would have reported it.

11                   MR. LEARA:  I don't know.  I don't know.  
12 I don't have an opinion on that.  I'll have to be  
13 convinced.

14                   Anything else?

15                   MR. GREWACH:  No, Mr. Chairman.

16                   MR. LEARA:  All right.  Anything else on  
17 the issue?  All right.

18                   With that -- and this is preliminary.  
19 There is a time period, right?  We approve this --

20                   MR. GREWACH:  After you approve that then  
21 this is served on the casino.  They have 30 days to  
22 request a hearing.

23                   MR. LEARA:  But they've already responded  
24 to the DRB recommendation?

25                   MR. GREWACH:  That's correct.

1 MR. LEARA: All right. And there's no  
2 dispute?

3 MR. GREWACH: It will be final 30 days  
4 after you approve it today.

5 MR. LEARA: Okay. All right. Thank you,  
6 Mr. Grewach.

7 I will move for the approval of  
8 Disciplinary Action Number DC-22-044. Is there a  
9 second?

10 MR. HANE: Second.

11 MR. LEARA: Second Mr. Hane. Any other  
12 discussion?

13 I see none.

14 Angie, call the roll.

15 MS. FRANKS: Chairman Leara.

16 MR. LEARA: Approved.

17 MS. FRANKS: Commissioner Conway.

18 MR. CONWAY: Approved.

19 MS. FRANKS: Commissioner Hane.

20 MR. HANE: Approved.

21 MS. FRANKS: Commissioner Zimmerman.

22 MS. ZIMMERMAN: Approved.

23 MS. FRANKS: By your vote you've adopted  
24 DC-22-044.

25 MR. LEARA: Thank you.



1           Next item is consideration of rules and  
2 regulations.

3           Mr. Grewach.

4           MR. GREWACH: Thank you. Under Tab J we  
5 have three proposed rule amendments. Under Number  
6 1, Rule 9.030 clarifies the information regarding  
7 where the individual chapters are located. That was  
8 necessary when the rule was first drafted. All the  
9 MICS were in one, under one CSR, and as time has gone  
10 on there's now, you know, as you can see here 9.104,  
11 9.109. So each different category has its own CSR.  
12 So that technical correction had to be made on that.

13           And items two and three are merely  
14 corrections to the purpose statement of those two  
15 rules.

16           We received the Governor's approval to  
17 proceed with these amendments on June the 3rd, 2022.  
18 There will be a 30-day public comment period  
19 beginning on August 1st, 2022. There will be a  
20 public hearing on September 6, 2022. Any comments  
21 or proposed changes that we have will come back to  
22 you on your October 26th, 2022 meeting. If you  
23 approve it at that meeting then the rule changes  
24 will become effective on February 28, 2023.

25           MR. LEARA: And it's uncommon, but it does

1 happen, we get some public comment from time to  
2 time.

3 MR. GREWACH: You know, it --

4 MR. LEARA: Or industry comment.

5 MR. GREWACH: Then again, I've probably  
6 said it in prior meetings, but, you know, in our  
7 rule writing process we involve the industry early  
8 on in the process, and we send them out to industry  
9 for comment. We're maybe a little unique in terms  
10 of agencies that, you know, really are stake holders  
11 or customers for this relatively small group, and  
12 licensees. So we send them out to them to get their  
13 comments, and we go through their comments during  
14 the rule writing process. And that's why you very  
15 rarely see comments at the public hearings. But it  
16 happens occasionally.

17 MR. LEARA: Yeah.

18 All right. Any questions for Mr. Grewach?

19 Seeing none. Thank you.

20 MR. GREWACH: Thank you.

21 MR. LEARA: Any further discussion?

22 Seeing none. I move for the approval of  
23 Resolution Number 22-044. Is there a second?

24 MS. ZIMMERMAN: Second.

25 MR. LEARA: Second Madam Zimmerman.

1 Any other discussion on the motion?

2 Seeing none.

3 Angie, call the roll.

4 MS. FRANKS: Chairman Leara.

5 MR. LEARA: Approved.

6 MS. FRANKS: Commissioner Conway.

7 MR. CONWAY: Approved.

8 MS. FRANKS: Commissioner Hane.

9 MR. HANE: Approved.

10 MS. FRANKS: Commissioner Zimmerman.

11 MS. ZIMMERMAN: Approved.

12 MS. FRANKS: By your vote you've adopted

13 Resolution Number 22-044.

14 MR. LEARA: Next item on the agenda,  
15 consideration of extension of renewal of key persons.  
16 Mr. Tillman.

17 MR. TILLMAN: Good morning, Chairman, and  
18 Commissioners.

19 MR. LEARA: Our newest member.

20 MR. TILLMAN: First, I'd like to introduce  
21 myself. I'm Rob Tillman. I'm legal counsel for the  
22 Commission. It's spelled R-o-b T-i-l-l-m-a-n. So  
23 the matter before you, the Key person licenses of  
24 Colin Henson, Soohyung Kim and Jeffrey Rollins are  
25 set to expire on July 31st of this year. Due to the

1 Commission not having a July meeting, the licensees  
2 of these three individuals, or excuse me, the  
3 licenses of these three individuals will expire  
4 before the renewals are able to be presented to you  
5 for your consideration. As such, we are now  
6 presenting for your consideration extending their  
7 licenses until August 31st of 2022, the day in which  
8 we have our next meeting, and then at that time we  
9 will present their license renewals to you for your  
10 consideration.

11 MR. LEARA: And why are we doing an  
12 extension? I know we had this discussion Judge, so  
13 I'm sorry we've gone through a lot today.

14 MR. TILLMAN: Yeah. Well, we were  
15 operating under the belief that a few of these  
16 licenses that needed to be renewed would be expiring  
17 on June 30th, and so our next meeting isn't until  
18 August 31st, which is 61 days, which, unfortunately,  
19 is one day past your 60-day extension power under  
20 the rules. And so due to that, we thought that this  
21 would be the better option under that time at this  
22 time.

23 MR. LEARA: Were any of these three up for  
24 consideration where the renewal applications -- were  
25 all of them in a timely fashion where they were

1 received in a timely matter?

2 MR. TILLMAN: I believe so.

3 MR. LEARA: Okay. So we're not doing this  
4 because of tardiness?

5 MR. TILLMAN: No.

6 MR. LEARA: Do we know?

7 MS. RICHARDSON: Peggy Richardson,  
8 Executive Director. I cannot state for certain --

9 MR. LEARA: Okay.

10 MS. RICHARDSON -- that all three of those  
11 have been received.

12 MR. LEARA: This is just welcoming of our  
13 newest member here, but --

14 MS. RICHARDSON: We told him to expect  
15 anything.

16 MR. LEARA: All right. Any questions for  
17 Mr. Tillman?

18 Seeing none. Thank you.

19 MR. TILLMAN: Thank you. Appreciate it.

20 MR. LEARA: Yeah. I move for the approval  
21 of Resolution Number 22-045, extension of renewal, and  
22 this gets us 60 days. Is that correct, Judge?

23 MS. RICHARDSON: We're just asking that  
24 this be taken because this is by commission action  
25 and not a ratification of the Chairman's extension.

1 MR. LEARA: Right.

2 MS. RICHARDSON: We're asking that it be  
3 extended to the August 31st date.

4 MR. LEARA: Right.

5 Mr. Conway.

6 MR. CONWAY: So discussion of the  
7 applications can be brought up at the August meeting  
8 in regard to this?

9 MS. RICHARDSON: That's when they -- as  
10 Mr. Tillman indicated, that's when they will be  
11 presented to you for consideration.

12 MR. CONWAY: All right. Thank you.

13 MR. LEARA: Okay. All right. Any other  
14 questions, discussion? Did I make the motion? Has  
15 the motion been made?

16 I will make the motion. Renew my motion  
17 for approval of Resolution Number 22-045. Is there  
18 a second?

19 MR. CONWAY: Second.

20 MR. LEARA: Second Mr. Conway.

21 Any other discussion? Seeing none.

22 Angie, call the roll.

23 MS. FRANKS: Chairman Leara.

24 MR. LEARA: Approved.

25 MS. FRANKS: Commissioner Conway.

1 MR. CONWAY: Approved.

2 MS. FRANKS: Commissioner Hane.

3 MR. HANE: Approved.

4 MS. FRANKS: Commissioner Zimmerman.

5 MS. ZIMMERMAN: Approved.

6 MS. FRANKS: By your vote you've adopted  
7 Resolution Number 22-045.

8 MR. LEARA: Next item on the agenda I make  
9 a Motion for Closed Meeting under Sections 313.847,  
10 RSMo., Investigatory, Proprietary and Application  
11 Records and Section 610.021(1), RSMo., Legal Actions  
12 and Matters Subject to Attorney Client Privilege and  
13 Legal Work Product, Sections (3) & (13) Personnel,  
14 Section (12) Contracts and Section (14) Records  
15 Protected from Disclosure by Law XVI. And I ask for  
16 a second.

17 MR. HANE: Second.

18 MR. LEARA: Any discussion?

19 Angie please call the roll.

20 MS. FRANKS: Chairman Leara.

21 MR. LEARA: Approved.

22 MS. FRANKS: Commissioner Hane.

23 MR. HANE: Approved.

24 MS. FRANKS: Commissioner Zimmerman.

25 MS. ZIMMERMAN: Approved.

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CERTIFICATE OF REPORTER

I, Sherry A. Marshall, Certified Court Reporter, Notary Public within and for the State of Missouri, do hereby certify that I transcribed from the audio file of the Missouri Gaming Commission hearing held on June 29, 2022, and that the foregoing testimony was transcribed by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this hearing was taken, and further, that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.

<%28636,Signature%>

Sherry A. Marshall

Notary Public within and for  
the State of Missouri

My commission expires June 7, 2024.





**MISSOURI GAMING COMMISSION**  
**Second Open Session Minutes**  
**June 29, 2022**

The Missouri Gaming Commission (the “Commission”) went into the second open session at approximately 12:19 p.m. on June 29, 2022, at Riverside City Hall, 2950 NW Vivion Road, Riverside, Missouri.

**Chairman Leara moved for adjournment of the closed meeting. Commissioner Hane seconded the motion, and after a roll call vote was taken, Leara – yes, Conway – yes, Hane – yes, and Zimmerman – yes, the motion passed unanimously.**

The first open session meeting ended at 12:20 p.m.