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1	MISSOURI GAMING COMMISSION
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8	Open Meeting
9	January 10, 2018
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14	TRANSCRIPT OF PROCEEDINGS
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0002		
1		MISSOURI GAMING COMMISSION
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		Open Meeting
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		Missouri Gaming Commission
6		3417 Knipp Drive
		Jefferson City, Missouri 65109
7		
		January 10, 2018
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11	BEFORE:	Herbert M. Kohn, Chairman
		Brian Jamison, Vice Chairman
12		Thomas Neer, Commissioner
		Richard F. Lombardo, Commissioner
13		Daniel P. Finney III, Commissioner
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16		
17		
18		
19	REPORTED	BA:
20	KELLENE	K. FEDDERSEN, RPR, CSR, CCR
	Missouri	CCR No. 838
21	Alaris L	itigation Services
	3432 Wes	t Truman Boulevard, Suite 207
22	Jefferso	n City, MO 65109
	(573)636	-7551
23		
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0003 1 (WHEREUPON, the open meeting began at 2 10:00 a.m.) 3 CHAIRMAN KOHN: Good morning, 4 everybody. Welcome to 2018, the first meeting of the Commission, which I will now call to order on 5 January the 10th. Angie, please take the roll. 7 MS. FRANKS: Commissioner Finney. 8 COMMISSIONER FINNEY: Present. 9 MS. FRANKS: Commissioner Lombardo. COMMISSIONER LOMBARDO: Present. 10 MS. FRANKS: Commissioner Neer. 11 COMMISSIONER NEER: Present. 12 MS. FRANKS: Commissioner Jamison. 13 COMMISSIONER JAMISON: Present. 14 15 MS. FRANKS: Chairman Kohn. CHAIRMAN KOHN: Present. 16 First order of business is the 17 approval of the minutes from the December 6, 2017 18 19 meeting. Is there a motion? COMMISSIONER JAMISON: I move for 20 21 approval. 22 COMMISSIONER NEER: Second. 23 CHAIRMAN KOHN: Angie. 24 MS. FRANKS: Commissioner Finney.

COMMISSIONER FINNEY: Approve.

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1	MS. FRANKS: Commissioner Lombardo.
2	COMMISSIONER LOMBARDO: Approve.
3	MS. FRANKS: Commissioner Neer.
4	COMMISSIONER NEER: Approve.
5	MS. FRANKS: Commissioner Jamison.
6	COMMISSIONER JAMISON: Approved.
7	MS. FRANKS: Chairman Kohn.
8	CHAIRMAN KOHN: Approved.
9	MS. FRANKS: By your vote, you've
10	adopted the minutes of the December 6, 2017
11	meeting.
12	CHAIRMAN KOHN: Mr. Seibert has the
13	flu today, which may have resulted from him being
14	close to Angie. We're not sure, but it seems to be
15	going around. Anyway, he will not be with us. So
16	Deputy Director McGrail is in charge, and we're
17	ready for our first item of business.
18	MR. McGRAIL: Mr. Chairman, the next
19	item on the agenda is consideration of hearing
20	officer recommendations, and hearing officer
21	Charles Steib is here to present.
22	CHAIRMAN KOHN: Mr. Steib.
23	MR. STEIB: Good morning. May it
24	please the Commission?
25	The first item I have on the agenda

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       is that of Frew Arega. This is a case in which
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       Mr. Arega was an employee of the casino, had a
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       Level 2 license. He executed a DAP list, which
       means that he's not supposed to be in the casino
 4
       but for his employment. Later he was found on a
 5
       casino and arrested for trespass.
 7
       summation of the case.
                    In fact, the facts related in the
 8
 9
       September 14, 2017 hearing reflect that on
10
       July 23rd, 2015, an application for a statewide
       self-exclusion to DAP was executed by Mr. Arega.
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       Later, on November 13th, 2016, while Mr. Arega was
13
       a dealer at Ameristar Casino, he was found at the
       Lumiere Casino on the floor. He attempted to cash
14
       in checks in the amount of $4,200 for cash. He
15
       admitted then on November 13th that he was on the
16
17
       floor, of course, and that he was on the exclusion
18
       list. He was therefore arrested pursuant to the
19
       regulations.
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At the September 14th, 2017 hearing, there was a stipulation to these facts. Mr. Arega admitted to the veracity of those. Based upon the evidence and the testimony adduced, the licensee had placed himself on the DAP list. He knew that it would be -- he would be arrested for trespass if

0006 1 he appeared on the casino floor but for his employment, which, as the Commission knows, that's 2 3 an exception under the DAP list agreement. 4 Based on the evidence adduced and the testimony given at that September 4th, 2017 5 hearing, it is the opinion of the hearing officer 7 that Mr. Arega did not meet by clear and convincing evidence that his Level 2 occupational license 8 9 should not be revoked and, hence, recommendation is that his license be revoked. 10 CHAIRMAN KOHN: Questions of 11 Mr. Steib? 12 13 COMMISSIONER JAMISON: No, sir. 14 CHAIRMAN KOHN: Is Mr. Arega here or 15 a representative? 16 Okay. Is there a motion with respect to Resolution No. 18-001? 17 18 COMMISSIONER FINNEY: I move to 19 approve. COMMISSIONER JAMISON: 20 Second.

CHAIRMAN KOHN: Discussion on the

MS. FRANKS: Commissioner Finney.

MS. FRANKS: Commissioner Lombardo.

COMMISSIONER FINNEY: Approve.

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motion? Angie.

0007 1 COMMISSIONER LOMBARDO: Approve. 2 MS. FRANKS: Commissioner Neer. 3 COMMISSIONER NEER: Approve. 4 MS. FRANKS: Commissioner Jamison. COMMISSIONER JAMISON: Approved. 5 MS. FRANKS: Chairman Kohn. 7 CHAIRMAN KOHN: Approved. 8 MS. FRANKS: By your vote, you've adopted Resolution No. 18-001. 9 10 CHAIRMAN KOHN: Mr. Steib, you're still up. 11 12 MR. STEIB: The next item on the 13 agenda is that of Kristi Castor. This is a somewhat similar case in which Ms. Castor had 14 15 been -- voluntarily placed herself on the DAP list, was later found to be on the casino floor and 16 17 arrested pursuant to the regulations. 18 On September 15th, 2016, Ms. Castor executed the Ameristar -- she entered the gambling 19 floor at the Ameristar on October 14th, 2016. 20 Excuse me. On September 15th, 2016, she executed 21 22 voluntarily to be placed on the DAP list. On 23 October 4th, 2016 she was found on the casino floor 24 at Ameristar where she played 59 hands of blackjack

and was on the floor for approximately 44 minutes.

18-002.

1	On October 4th, 2016, that date,
2	Ms. Castor was a dealer at Harrah's Casino, but, of
3	course, she was not at Ameristar in her employment
4	capacity.
5	At the hearing on September 14th,
6	2017, Ms. Castor admitted the veracity of those two
7	statements which I just made. The evidence clearly
8	establishes that Ms. Castor voluntarily placed
9	herself on the DAP list. She spent that time, that
LO	activity on the casino floor, she admitted that.
11	Based on the evidence adduced and the
L2	testimony of September 14, 2017, it is the opinion
L3	of the hearing officer that Ms. Castor did not
L4	demonstrate by clear and convincing evidence that
L5	she should not be subject to disciplinary action,
16	and it is the recommendation of the hearing officer
L7	that her Level II license be revoked.
18	CHAIRMAN KOHN: Any questions of
L9	Mr. Steib? Is there a motion with respect I'm
20	sorry. Is Ms. Castor here? Is there a motion with
21	respect or a representative?
22	Okay. Is there a motion with respect
23	to Resolution 18-002?
24	COMMISSIONER NEER: Motion to approve

0009 1 COMMISSIONER JAMISON: Second. 2 CHAIRMAN KOHN: Angie. 3 MS. FRANKS: Commissioner Finney. 4 COMMISSIONER FINNEY: Approve. MS. FRANKS: Commissioner Lombardo. 5 COMMISSIONER LOMBARDO: Approve. 7 MS. FRANKS: Commissioner Neer. COMMISSIONER NEER: Approve. 8 9 MS. FRANKS: Commissioner Jamison. 10 COMMISSIONER JAMISON: Approved. MS. FRANKS: Chairman Kohn. 11 12 CHAIRMAN KOHN: Approved. 13 MS. FRANKS: By your vote, you've 14 adopted Resolution No. 18-002. 15 CHAIRMAN KOHN: Mr. Steib. MR. STEIB: The next item on the 16 17 agenda and for your consideration is that of 18 Anthony W. Calandro. Mr. Calandro's name was on the exclusionary list, the DAP list. He was placed 19 there involuntarily as a result of felony 20 convictions. 21 22 This is a somewhat unique request in 23 that Mr. Calandro is asking that the Commission, 24 rather than remove his name from the DAP list, that 25 it run concurrently with his supervised probation,

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concurrently.

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       which is in the amount of three years.
 2
                    On November 8th, 2012, Mr. Calandro
 3
       was convicted by the United States District Court
       for the Eastern District of Missouri and sentenced
 4
       to 72 months imprisonment and three years
 5
       supervised probation for health care fraud.
 7
       November 8th, 2012, that same date, Mr. Calandro
 8
       was convicted of making false statements related to
       health care, convicted and sentenced to 72 months
 9
10
       incarceration plus three years supervised probation
       and ordered to make restitution in the amount of
11
12
       $966,863.45.
13
                    On January 23rd, 2013, Mr. Calandro
14
       pleaded guilty in the United States District Court
       for the Eastern District of Missouri to mail fraud.
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       On January 23rd, 2013, Mr. Calandro pleaded guilty
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17
       to making false statements and concealment of facts
18
       in relation to documents requested by the Employee
19
       Retirement Income Security Act, ERISA as we know
20
       it. He was convicted under that count also and
21
       sentenced to 72 months imprisonment, three years
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incarceration, all of those sentences to run

pleaded guilty in the Circuit Court of the 21st

On August 14th, 2014, Mr. Calandro

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- 1 Judicial Circuit in Missouri to a felony, that is 2 theft, stealing, and sentenced to three years. 3 Mr. Calandro served his incarceration 4 for approximately four years and was released from the federal prison in Pekin, Illinois on July 6, 5 2017. He was a licensed chiropractor at the time 7 of all these activities. That license has been revoked, although he is, I understand, applying for 8 9 same. 10 On March 29, 2017 Mr. Calandro was placed involuntarily on the exclusion list and 11 12 prohibited from entering any casino. Based on 13 11 CSR 45-15.030, the criteria for exclusion and 14 placement on the exclusionary list is conviction of a felony. As I related to you, Mr. Calandro, has 15 been convicted of a number of felonies. 16 Based on the evidence and the 17 18 testimony adduced, it is clear that Mr. Calandro 19 20 he should not be on the disciplinary list, the
 - testimony adduced, it is clear that Mr. Calandro did not by clear and convincing evidence show that he should not be on the disciplinary list, the exclusionary list. He's asking that his exclusion be only for the three-year probation rather than permanently subject to his request that he be taken off.

It's the recommendation of the

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1 hearing officer that Mr. Calandro's request be denied and that the Commission not correct the 2 3 exclusionary list to run concurrently with the 4 three years probation by the federal court. The hearing officer is without any evidence or 5 authority for the Commission to delegate its 7 discretion regarding these matters to any other entity, even if it is a United States federal 8 9 court. 10 It's the recommendation of the hearing officer that Mr. Calandro's request be 11 12 denied and that he remain on the exclusionary list. 13 CHAIRMAN KOHN: I was curious about a couple of things. One, he has made restitution of 14 I think like \$27,000 or something like that. 15 MR. STEIB: He has made restitution 16 17 of about \$28,000. He currently is making 18 restitution to the tune of \$500 per month. He owes 19 nearly a million dollars. By my loose calculation, it would take 154 years for Mr. Calandro to make 20 21 this restitution of the principal, let alone what 22 the interest would be. So he is attempting to make 23 restitution, but it is de minimis as they say based

CHAIRMAN KOHN: Well, my question was

on the amount that he owes.

MR. STEIB: He was never an employee

COMMISSIONER LOMBARDO: I have a

question, and I don't know if you're the person to

concurrent with his remaining parole as opposed to

somebody permanently or can they always come back

answer it or Ed. But the request was that he be

put on the exclusionary list for three years

permanently. Do we even have the power to ban

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of the casinos.

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1	at some later time and ask that they be taken off
2	the exclusionary list? Even if they're denied in
3	2018, could they come back in 2025?
4	MR. STEIB: The regulations provide
5	that once you are on the exclusionary list, if the
6	Commission sees fit, it may remove that person from
7	the exclusionary list. There is also a regulation
8	that if someone desires to be removed from it, they
9	can come back and petition the Commission to be
10	removed.
11	So despite the fact that you're put
12	on that on a, quote, permanent basis, it is
13	possible for both the Commission on its own to
14	decide to take someone off, and it's possible for
15	an applicant or a person to request the Commission
16	they be taken off.
17	COMMISSIONER JAMISON: But I see a
18	real distinction between a difference between us
19	and the federal supervisory probation is it's for a
20	finite period of time. They can't do anything
21	beyond the end of three years because that's all
2.2	the longer that they have supervisory capability

25 COMMISSIONER FINNEY: They can revoke

their term of supervision.

over him. They can't dictate a condition past

- 1 his probation and sentence him.
- 2 COMMISSIONER JAMISON: But it gets to
- 3 the end of his term, gets to the term of his
- 4 sentence, he's served the term of his sentence
- 5 under the sentence or the probation.
- 6 COMMISSIONER FINNEY: He'd have to
- 7 pay back a million bucks. I mean, if I understand
- 8 this correctly, he doesn't pay restitution, he
- 9 could be subject to revocation of his probation.
- 10 MR. STEIB: I believe that's true.
- 11 COMMISSIONER FINNEY: And you say
- that you don't really see how he would be able to
- pay back that --
- 14 MR. STEIB: The math works out, if he
- 15 continues at the current rate, it would take 154
- 16 years to pay that off.
- 17 COMMISSIONER FINNEY: So is his
- 18 probation, I mean, is it just kind of cursory? I
- 19 mean, if it's an impossible restitution to pay
- 20 back, do you anticipate that --
- 21 COMMISSIONER LOMBARDO: I think Brian
- 22 can answer that actually.
- 23 COMMISSIONER FINNEY: I guess I don't
- 24 understand why the judge would -- I'm not asking
- 25 you to speak for the judge, but if we're saying he

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1 wants a term of three years for the duration of
2 probation and if it's likely to be revoked, I don't
3 know.

COMMISSIONER JAMISON: But you can probably answer this better, but can't there become a civil -- when you talk about restitution, that's a civil judgment or an amount of money to be repaid as far as the difference of being under constant supervised probation.

10 COMMISSIONER LOMBARDO: As a
11 practical matter, even if he doesn't pay his
12 restitution, that doesn't necessarily mean he's
13 going to be revoked.

COMMISSIONER JAMISON: Right. And they're going to supervise him for the rest of his life over a restitution. But what I'm saying is -
COMMISSIONER LOMBARDO: Once your period's up and they haven't revoked you, your period's up.

COMMISSIONER JAMISON: You're no longer under supervision. That doesn't inflict or have any impact on us having the ability to -- or influence on us having the ability to make this a lifelong exclusion because that's our capability even though the federal court may not have that

0017 1 capability to go beyond. CHAIRMAN KOHN: Ed, do you have 2 3 anything to add to this? MR. GREWACH: Just to answer a couple 4 of those questions, and one is, yes, I mean, 5 theoretically there could be the option to sue 7 Mr. Calandro, but he stole from his employees' retirement fund and he stole from his homeowners 8 association, used much of that money to gamble. 9 10 They could sue him, but he has no resources, limited income. That's really not a practical 11 12 solution. 13 The other is, as Commissioner Jamison 14 said, the -- our exclusionary list is separate from 15 whatever the federal judge's decision would be, and 16 we do have that ability to put him on -- I think 17 there's a little confusion between permanently and 18 indefinitely, whatever term you want to use. I 19 mean, it is a permanent exclusion until such time

as, in the next case you'll see on the agenda, someone comes in and asks for discretion of the

advocating this, but I guess another alternative

would have been for us to approve a three-year

CHAIRMAN KOHN: Again, I'm not

Commission to be removed from the list.

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- 1 exclusion and then take it up again in three years
- depending on what he's done during that time; is
- 3 that right?
- 4 MR. STEIB: I think the Commission
- 5 can sua sponte, on its own, bring it up at any
- 6 time. The answer is yes, you could do that.
- 7 CHAIRMAN KOHN: But he does not want
- 8 a job in a casino. He just wants to gamble, unlike
- 9 the others that we've had where they want to
- 10 continue their livelihood. That's not what he
- 11 wants.
- MR. STEIB: Well, he's not looking
- for a job. He's never been an employee of the
- 14 casinos.
- 15 COMMISSIONER JAMISON: We're talking
- about two different lists. The employees are on
- 17 the DAP list, which is the disassociated persons
- 18 list, and they place themselves there. The
- 19 exclusion list is a list that we put them on and
- 20 prohibit them from --
- 21 COMMISSIONER LOMBARDO: And I think
- the three years is meaningless. One year, three
- 23 years, 25 years, it sounds like the Commission has
- 24 the discretion at any time. So if we decide today
- 25 that it's inappropriate for him to come off the

0019 1 list, then he could come back next year. It might not be advisable, but he could do it, right? 2 3 MR. STEIB: He could do that. COMMISSIONER LOMBARDO: Or he could 4 come back 25 years from now. 5 MR. STEIB: He could do that. 7 COMMISSIONER LOMBARDO: So I don't think we need to worry about three years. 8 9 CHAIRMAN KOHN: Any other questions? 10 Is Mr. Calandro here? Is there a representative of 11 Mr. Calandro here? 12 Okay. Is there a motion with respect 13 to Resolution 18-003? COMMISSIONER FINNEY: Motion to 14 15 approve Resolution 18-003. COMMISSIONER LOMBARDO: Second. 16 CHAIRMAN KOHN: Discussion on the 17 18 motion? Angie. MS. FRANKS: Commissioner Finney. 19 20 COMMISSIONER FINNEY: Approve. MS. FRANKS: Commissioner Lombardo. 21 22 COMMISSIONER LOMBARDO: Approve. 23 MS. FRANKS: Commissioner Neer. 24 COMMISSIONER NEER: Approve.

MS. FRANKS: Commissioner Jamison.

At age 52 Mr. Termini was charged

with two counts: No. 1, conducting an illegal

gambling business in violation of Missouri state

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law; and Count No. 2, aiding and abetting a money 1 laundering scheme. He was convicted of both of 2 3 those and sentenced to a term of 27 months 4 incarceration. He appealed those convictions. He 5 appealed Count 2, not the first count. So the 6 7 conviction for the aiding and abetting/money laundering scheme was overturned, and he stood 8 convicted of the felony of participating, 9 10 conducting an illegal gambling violation in Missouri state law. 11 On October 7th, 1994, Mr. Termini was 12 13 notified by the Commission that he was placed on the exclusion list because of that felony 14 15 conviction. Mr. Termini at that time requested a hearing. That was held March 29th, 1995. Pursuant 16 17 to that hearing, the hearing officer denied 18 Mr. Termini's request that he be taken off the 19 exclusionary list and the Commission approved that. 20 Mr. Termini then appealed that to the 21 Missouri Court of Appeals, which is the procedure 22 that is to be followed. The Court of Appeals 23 upheld the Commission's ruling and Mr. Termini

remained on the exclusionary list.

He has now come back and requested

- 1 that he be taken off the exclusionary list for social and entertainment purposes. Mr. Termini has 3 been employed for the last 25 years at American 4 Health Care Alliance where he has been the controller in charge of accounts receivable, 5 accounts payable, to wit in a generally fiscally 7 responsible position. He has now come back and asked that 8 he be removed from the exclusionary list. Pursuant 9 to 11 CSR 45-15.040, procedure for entry of names 10 on the exclusionary list states if the Commission 11
- 12 or a subsequent judicial review finds in favor of a 13 candidate for excluded persons, then his or her 14 name shall be removed from the exclusion list and his or her exclusion shall be terminated as of the 15
- date of the action by the Commission or by the 16

17 court.

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18 In addition, pursuant to

19 11 CSR 45-15.050, the excluded person may petition

20 for removal from the list. That section states any

person who has been placed on any exclusion list

22 may petition the Commission in writing and request

23 that his or her name be removed from the list,

24 which is consistent with our previous discussion

25 this morning.

1	Based on the evidence adduced at the
2	September 14th, 2017 hearing and the oral testimony
3	of Mr. Termini and his capable attorney, it is the
4	opinion of the hearing officer that Mr. Termini did
5	show by clear and convincing evidence that
6	disciplinary action should not be continued
7	regarding Mr. Termini and that Mr. Termini's name
8	be removed from the exclusionary list.
9	CHAIRMAN KOHN: Questions of
10	Mr. Steib? Is Mr. Termini here? Mr. Termini,
11	would you like to address the Commission? You
12	don't have to.
13	MR. TERMINI: The hearing officer has
14	said everything that needs to be said. Thank you.
15	CHAIRMAN KOHN: I agree. Is there a
16	motion with respect to Resolution 18-004?
17	COMMISSIONER LOMBARDO: Motion to
18	approve.
19	COMMISSIONER JAMISON: Second.
20	CHAIRMAN KOHN: Discussion on the
21	motion? Angie.
22	MS. FRANKS: Commissioner Finney.
23	COMMISSIONER FINNEY: Approve.
24	MS. FRANKS: Commissioner Lombardo.

COMMISSIONER LOMBARDO: Approve.

process is a list is distributed weekly to the

- 1 casinos with the name of all the persons on the
- 2 exclusion list.
- 3 Effective immediately upon the
- 4 Commission's ruling today, Mr. Termini's name will
- 5 be removed from that list. So there's two sources.
- 6 As we can get that change made on our website, you
- 7 know, if someone checks the website they will see
- 8 that Mr. Termini's no longer on. In addition, when
- 9 the next weekly download is sent out to the casinos
- 10 and they look it up on the internal system, they
- 11 will see that Mr. Termini's no longer on the
- 12 exclusion list. But Ms. Kerr will meet with them
- 13 and discuss it.
- 14 CHAIRMAN KOHN: She'll do that right
- now if you want to step outside.
- MR. COSLER: Thank you.
- 17 CHAIRMAN KOHN: Mr. McGrail.
- 18 MR. McGRAIL: Mr. Chairman, the next
- 19 item on the agenda is consideration of disciplinary
- 20 actions, and General Counsel Ed Grewach will make
- 21 the presentations.
- 22 CHAIRMAN KOHN: Ed.
- MR. GREWACH: Chairman,
- 24 Commissioners, under Tab F we have a preliminary
- 25 order of discipline directed against the Ameristar

- 1 Casino Kansas City for refunding losing wagers from
- 2 the chip tray for procedural errors that did not
- 3 affect the outcome of games for mini baccarat
- 4 games.
- Now, as background, mini baccarat is
- 6 a table game in which the players, the patrons have
- 7 three options to bet. They can bet on the player,
- 8 they can bet on the banker, or they can bet on a
- 9 tie. Each card has a face value. Face cards have
- 10 a value of zero, ace is one, and all the other
- 11 cards are the number corresponding to the card.
- 12 The dealer deals two cards face up, and the -- to
- each of those two spots, player and banker. The
- 14 hand then closest to nine wins, and obviously if
- it's a tie, then the tie bet wins.
- The significance of the game and why
- 17 I bring up the background is that all bets have to
- 18 be placed before the first card is dealt. So
- 19 there's not strategy involved as the cards are
- 20 being dealt, which is the reason why procedural
- 21 errors don't affect the outcome of this particular
- game.
- Now, this problem first came to our
- 24 attention on December the 3rd of 2016 when we were
- notified by surveillance that \$30,000 had been

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       refunded to a patron after a losing bet at the mini
       baccarat table. As we investigated this, we found
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       that one patron had handed -- had played $10,000
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       himself, had handed $10,000 to two other players
       and suggested how they place their bet. The table
 5
       itself had a $10,000 limit. When the wager lost,
 7
       the player then demanded his $30,000 back, which
       the casino then refunded to that patron out of the
 8
       chip tray, which then had a negative effect on
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10
       adjusted gross revenue because adjusted gross
       revenue is calculated by -- from the amount that's
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12
       in the chip tray when the counts and drops are
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       taken.
14
                    COMMISSIONER JAMISON: Do we know why
       he claimed it was an improper bet?
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                    CHAIRMAN KOHN: Why did the casino
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       agree with him?
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                    MR. GREWACH: Well, he claimed
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       because, okay, I bet over the table limit, so
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       therefore it's invalid, so you should give me the
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       money back. Of course, he waited until after he
22
       lost to do that. The casino's theory was that this
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created what they called a shared partnership and,

therefore, he did, in fact, exceed the table limit

and, therefore, should be refunded.

1	However, when you get first of
2	all, it's our belief that's not true. The table
3	limit is per player. So the fact that I would give
4	my son \$10,000 and say, hey, I want you to bet on
5	banker on this, that's his bet, win or lose, and
6	the fact that the money came from me originally
7	wouldn't change wouldn't violate the table limit
8	amount.
9	In addition, for every game under the
10	minimum internal control standards, each casino is
11	required to send us their internal controls for the
12	rules of that game, and in the rules of that game
13	they have to list what are errors, irregularities
14	and what the solution would be if those
15	irregularities occurred.
16	So in addition to what I just said,
17	this was not listed as an irregularity that would
18	authorize someone to be paid back a losing wager.
19	But that was that was our position. That was
20	the casino's response at the time.
21	COMMISSIONER FINNEY: I'm sorry. As
22	far as this shared partnership goes, their theory
23	on why the money should have been refunded, what is
24	your understanding as to what a shared partnership

is and would that be something, if it were indeed

14 COMMISSIONER JAMISON: And if it was

15 a valid proposition, wouldn't they have just

16 refunded 20 instead of 30? I mean, I'm just asking

17 that question. If it was a valid point that 10 was

18 the limit, then why wouldn't they keep 10 and

19 return 20?

20 MR. GREWACH: If you look at it even

21 a step further, if they violated their own rules as

22 to table limits, isn't that a separate violation in

23 and of itself? But --

24 CHAIRMAN KOHN: Is there something

25 more here than what is apparent, that three people

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       bet $10,000 each and they gave them their money
       back? I have a hard time understanding why the
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       casino would have done that.
                    MR. GREWACH: Well, as we -- maybe if
 4
       I go on, it might shed a little light on that,
 5
       because as we investigated further, we found that
 7
       there were other instances where losing wagers had
       been refunded. In general, part of the casino's
 8
       response to all these issues were that it was a
 9
10
       matter of customer service, that they believed
       traditionally, as far as the industry standards
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       were concerned, that the table games, the pit
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       managers, table games supervisors had discretion in
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       which to refund losing wagers if they believed
       irregularities occurred.
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                    COMMISSIONER NEER: Is there a chance
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       it's because of the identity of the player?
                    MR. GREWACH: It certainly could be,
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       if it's a customer service issue, that if there's a
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       player that they want to keep coming back, if it
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       is -- again, if it's a customer service issue,
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       certainly that could play into that.
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a legal standpoint is that's just not what the

regulations say. The regulations say, first of

The difficulty with that from us from

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all, there are only certain times you can give money out of the chip tray, and there's a list maybe to, you know, for change for a tip or to

color up, to consolidate your chips.

- The only one that would apply here is to pay back a winning wager. There's not anything in the rules that allow a losing wager to be paid back out of the chip tray.
- 9 Sergeant Fitzgerald, who conducted
 10 the investigation from the start, pointed that out
 11 on that December 3rd incident to the casino, that
 12 if there's a customer service issue and they want
 13 to pay this money back to the patron, there's
 14 certainly no problem if they pay them out of the
 15 cage with their own money.
 - The difficulty with paying it out of either the wagers on the table or the chip tray is now that's 21 percent of the education gaming tax money that's being refunded to the patron for the purpose of this customer service decision.
- 21 The second part of the legal issue 22 with doing that is again you have rules of the 23 game. In the rules you need to tell us what the 24 irregularities are. You need to tell us what 25 happens if those irregularities occur. You send

- those internal controls to us, and then we have to review and approve those.
- 3 And the significance of that is if
- 4 something happens at a table and there's a dispute
- 5 with a patron, the gaming agent can come, look at
- 6 the rules of the game and say, yes, you're right,
- 7 you know, this is something we've approved to
- 8 either push a bet, send the wagers back, or to
- 9 refund a losing wager, whatever the case may be.
- 10 That wasn't the case here. These
- 11 were not things that were included in the rules of
- 12 the game that we had approved for payback.
- 13 COMMISSIONER LOMBARDO: Ed, I think I
- 14 understand, but explain, make it a little bit more
- 15 clear, what the difference is in terms of whether
- they paid it back at the table or they paid it back
- out of the cage in terms of the gaming tax.
- 18 MR. GREWACH: The cage -- payments
- 19 from the cage do not affect the adjusted gross
- 20 revenue and, therefore, don't reduce the
- 21 calculation of the gaming tax. In other words,
- 22 paying out of the cage is their money, you know.
- 23 It's theirs to do with whatever they wish. But
- when it's paid either refund a losing wager or paid
- out of the table tray, now that reduces the

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- 1 adjusted gross revenue, which is wagers less 2 winnings paid to wagerers. 3 So when you refund a wager, then all 4 of a sudden that first element of that calculation is reduced, the wagers, and therefore the gaming 5 tax proceeds are reduced by that. 7 COMMISSIONER LOMBARDO: And this happened on multiple occasions; is that correct? 8 9 MR. GREWACH: It did. So in further 10 investigation we found 12 similar incidents in a time period between October 27th and December 17, 11 12 2016, and in each one of those incidents there were procedural errors that did not affect the outcome 13 14 of the game. 15 And they were different. Sometimes it was a -- there's a reader board at the table 16 17 which shows prior hand or hands, and there was an 18 incorrect reader board finding. There was an 19 incident where a card was put in a discard rack as 20 opposed to the discard basket. There was a case --21 at the beginning of the hand you're supposed to 22 burn a certain number of cards. They didn't burn
 - None of those things we looked at had any bearing on the outcome of the game because,

the correct amount at the beginning of a new shoot.

- again, the outcome of the game is random based on
 the gards dealt. These procedural errors did not
- 2 the cards dealt. These procedural errors did not
- 3 affect those.
- In addition to that, what we saw when
- 5 we looked at these incidents were, there would be a
- 6 procedural error in this game. In the next two
- 7 hands the players at the table would drastically
- 8 increase their bets, and then if they lost they'd
- 9 say, well, two hands ago there was a procedural
- 10 error, you know, the reader board was wrong, so
- 11 therefore I want this money back. Because at that
- 12 point in time for the patron it's a win/win
- 13 situation. If you win, you win. If you lose, you
- say, hey, wait a minute, there's this procedural
- 15 error that occurred.
- 16 After the initial discussions with
- 17 Sergeant Fitzgerald who told them, look, if it's
- 18 customer service, you can take it out of the cage,
- 19 your money. That's not really impacting the
- 20 regulations. However, you can't refund bets or pay
- 21 out of the table tray. There was another incident
- shortly after that on December 17th.
- There was another incident then in
- 24 February 10th of 2017 where a dealer flipped a card
- over a few seconds before it would have been

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1 flipped over otherwise. The same player that was involved originally in the \$30,000 refund issue on 2 3 December the 3rd was playing at the table at that point in time, lost the bet, said, hey, I want the 4 money -- I want the money refunded, my bet refunded 5 because of that. 6 7 The dealers at the table and even the supervisor all said, no, we can't do that. 8 player then continued to go up the chain asking 9 10 more people. A gentleman, Christopher Lee, who's the casino operations manager, came in, overruled 11 everyone's decision, said let the hand play out. 12 13 The hand played out. Players lost. He ordered the 14 funds returned to the players. So the staff originally recommended --15 16 CHAIRMAN KOHN: Say that part again. 17 The casino supervisor did what? 18 MR. GREWACH: The casino supervisor 19 came over when the complaint was made about the card being turned over too soon. So the casino 20 21 supervisor said, let's play the hand out and see 22 what happens. Then what happened was the player, 23 the patron lost. And so then the casino supervisor

said, go ahead and give them their money back.

CHAIRMAN KOHN: He lost and said --

1	supervisor said give him the money because he lost?
2	MR. GREWACH: Well, because he's
3	saying, well, because of that irregularity of the
4	card being turned over.
5	COMMISSIONER LOMBARDO: Would there
6	have been anything wrong whatsoever when the card
7	got turned over too early in aborting the hand, or
8	would that have violated another regulation?
9	MR. GREWACH: You know, it could
10	have, although you're looking at a different
11	violation because there's rules of the game that
12	don't describe that as an irregularity. But to
13	push a hand I guess in our view isn't as big a
14	violation as to wait till someone loses and then
15	refund the wager after they have lost, because now
16	you're really changing the rules of the game. And
17	at the point they lost, now the AGR has accrued to
18	the State, the gaming tax has accrued to the State,
19	and now you're giving that money back.
20	COMMISSIONER JAMISON: I'll be the
21	first to admit I don't understand this game very
22	well or at all, but you said the wagers all have to
23	be placed before the first card is played, correct?
24	MR. GREWACH: That is correct.
25	COMMISSIONER JAMISON: And there's no

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1	additional wagers placed after cards are turned
2	over or the game goes on, correct?
3	MR. GREWACH: That is correct.
4	COMMISSIONER JAMISON: So then I
5	guess my question would be, what would be the game
6	changer of flipping a card over early?
7	MR. GREWACH: In our opinion, none,
8	because it did not affect again, we looked at
9	these as procedural errors that did not affect the
10	outcome of the game, because that card would have
11	been dealt anyway, flipped over anyway.
12	CHAIRMAN KOHN: I've got questions
13	about this as well. Is this is this only
14	happening at this one game at this one table at
15	this one casino or is this common? It sounds like
16	a negotiation rather than a game.
17	MR. GREWACH: Well, our investigation
18	was limited to this game and for the time period
19	that we've talked about, that October 27th through
20	the initially we looked at surveillance through
21	the December date, and then we, of course, became
22	aware of the incident in February of 2017. So that
23	was the limit at this point of our investigation.

So I don't really know the answer.

COMMISSIONER NEER: Was that the same

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1 dealer on each incident? 2 MR. GREWACH: Sergeant Fitzgerald is 3 here who conducted the investigation. He's indicating to me no, they were not. 4 COMMISSIONER NEER: Be a pattern and 5 6 practice at that location with that game, then, it 7 seems? MR. GREWACH: Well, I can tell you 8 that as part of the response, when we recommended 9 10 the discipline, which was \$30,000 and an adjustment or payment of their unpaid tax revenue of 11 \$28,674.45, their response, one of their responses 12 13 was, well, this is really an industry -- standard 14 industry practice to allow this. 15 CHAIRMAN KOHN: That's my question. Does this go on all the time at all casinos? 16 MR. GREWACH: I can't say that 17 18 definitively because our investigation was limited to this game in that time period. 19 20 COMMISSIONER FINNEY: You mentioned 21 that they could -- there was -- if they decided

that as a matter of customer service they wanted to

refund the money, you'd be okay with that as long

as they accounted for it first. Procedurally

speaking, how would that work? What would be

1	acceptable under these circumstances if they
2	decided, you know, that they wanted to refund the
3	money?
4	MR. GREWACH: Can I call on Sergeant
5	Fitzgerald to answer that question?
6	CHAIRMAN KOHN: Sure.
7	SERGEANT FITZGERALD: Good morning,
8	Commissioners. The procedure for that would
9	actually be a relatively simple one as far as going
10	to the cage. They could do what's called a cash
11	payout slip, and as long as they have the
12	description of the reasoning behind that, then it
13	would also go through their internal audits as well
14	so that it could be accounted for. But again, that
15	is their cash and it has no bearing on the AGR
16	that's due to the State of Missouri.
17	COMMISSIONER FINNEY: So as a
18	practical matter, what would happen? The pit boss
19	then would go as far as time, would it take a
20	few minutes? I'm just trying to get an idea.
21	SERGEANT FITZGERALD: It could take a
22	few minutes. The money would have to be escorted
23	out, depending on the amounts. The amounts may
24	also necessitate a security escort as well. So it

may take a little bit of time. But again, if --

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- that wouldn't be anything that would necessarily
- 2 have to hold up the game either because that has
- 3 been a determination. They're now doing -- it's
- 4 not an issue of them doing anything as far as that
- 5 particular hand any longer. Now it's truly a
- 6 completely customer service issue and nothing to do
- 7 with that particular hand. So they could continue
- 8 on with play.
- 9 COMMISSIONER FINNEY: Thank you.
- 10 COMMISSIONER LOMBARDO: Ed, has there
- 11 been any similar incidents in the past where there
- 12 have been penalties levied against casinos?
- MR. GREWACH: I am not familiar with
- 14 any.
- 15 COMMISSIONER LOMBARDO: I didn't see
- 16 any.
- 17 MR. GREWACH: I'm not familiar with a
- 18 similar case that has been brought before us.
- 19 CHAIRMAN KOHN: Any other questions
- 20 of Ed?
- 21 MR. GREWACH: I did want to finish
- 22 up.
- 23 CHAIRMAN KOHN: Go ahead.
- MR. GREWACH: I alluded to it a
- 25 little bit, but as is our practice, once the staff

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- recommended that fine and that tax adjustment, we did send that to the casino for their comment. The response, as I've stated before, was they felt what they did was in line with industry standards, that table games management typically has discretion to make these payments when the errors occur.

 They indicated to us that after their
 - They indicated to us that after their initial meetings with Sergeant Fitzgerald, they took some remedial actions, putting up a sign that indicated if there was a reader board error, that it had to be brought to the dealer's attention before the hand was completed.
- 13 And they also indicated to us they 14 instructed the table game team members in the proper procedures. Of course, again, our problem 15 with those is the rules of the game really didn't 16 17 allow for what they were doing and, in addition, 18 that you had the separate incidents afterwards, most notably the one in February of '17, a couple 19 20 months later, where again we have the same incident 21 occurring.
- 22 So it was the staff's opinion to 23 maintain the recommendation of that fine and that 24 tax adjustment.
- 25 COMMISSIONER FINNEY: That 30,000,

1	how did you come up with that figure?
2	MR. GREWACH: There wasn't any
3	mathematical calculation. It didn't really have a
4	bearing on the amount of tax refund. It was more
5	looking at the violation, the number of violations,
6	the fact the violation happened in February,
7	because those two numbers really serve two
8	different purposes and go different places.
9	The fine is one punitive in nature
10	obviously intended to compel compliance, like any
11	other disciplinary action is. That money goes to
12	the school, the county treasurer for the schools in
13	the county where the casino is located, which is
14	Clay County. The tax adjustment comes to the
15	gaming tax for education fund. So those two serve
16	two different purposes, go two different
17	directions.
18	But it was just based on our
19	evaluation of the seriousness of the of the
20	violation.
21	COMMISSIONER LOMBARDO: And Ed, if I
22	understand correctly, the casino was admonished to
23	stop this practice and then the violations there
2.4	were violations afterwards?

MR. GREWACH: There was. There was

1	one specific there were several meetings
2	Sergeant Fitzgerald had with them after the
3	December 3rd meeting. The probably most
4	comprehensive one was a meeting on December 13th.
5	There was an incident that occurred later that
6	evening on the 13th, but then there was also, in
7	addition, another incident that happened on
8	December 17th where procedural error took place and
9	approximately \$4,500 of wagers were returned, and
10	then, of course, you have the February 2017.
11	CHAIRMAN KOHN: Any other questions?
12	Is there a motion with respect to DC-18-001?
13	COMMISSIONER LOMBARDO: Motion to
14	approve.
15	COMMISSIONER JAMISON: Seconded.
16	CHAIRMAN KOHN: Discussion on the
17	motion? Angie.
18	MS. FRANKS: Commissioner Finney.
19	COMMISSIONER FINNEY: Approve.
20	MS. FRANKS: Commissioner Lombardo.
21	COMMISSIONER LOMBARDO: Approve.
22	MS. FRANKS: Commissioner Neer.
23	COMMISSIONER NEER: Approve.
24	MS. FRANKS: Commissioner Jamison.
25	COMMISSIONER JAMISON: Approved.

as to how they occurred.

The process is the cards are sealed when they come from the storage to the pit area.

Prior to placing them into play, the poker dealer and supervisor check -- are required to check the entire back of each card for any defect or mark

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- because those could be used -- a marked card could
 be used by a player to gain an unfair advantage in
 the game.
- 4 At the end of the gaming day, all the unused decks of cards are collected and put into a 5 sealed envelope with the date, time and signature 7 of the poker supervisor. Now, the purpose of this 8 requirement is later on when they're inspected, if there is some flaw or defect found, we can then 9 10 trace back to exactly when they were collected and off of what -- off of what pit and trace back for 11 12 the purpose of investigating the issue.
 - After that, security then is required to inspect the cards. They're looking for several things, missing cards, sides. They have to examine the sides of the cards for crimps or cuts. They're required to look at the full back of the card under ultraviolet light, looking for any signs that a player marked a card during play, again for signs that someone attempted to cheat or, if it's a card that's damaged, to make sure we don't put it back into play.
- 23 The last violation deals with, in the 24 security inspection room they keep replacement 25 decks. Now, if a card is taken out of use, then a

1	card is taken out of the replacement decks and
2	placed in that deck. The security personnel are
3	required to keep a log then of the cards that came
4	out of the replacement decks. They then
5	additionally are required weekly to do a
6	reconciliation, look at their log, which tells them
7	what should be missing from the replacement decks,
8	and make sure, in fact, no cards are missing.
9	Significance of that is that if a
10	loose card is introduced into play, it could be
11	used by somebody to cheat introducing it into a
12	game. So card accountability, therefore, is
13	something we take very seriously for those reasons.
14	Now, again the four violations we
15	found were also findings in a previous audit. One
16	was that the poker dealers were not inspecting the
17	entire back of the cards prior to putting them into
18	play. The cards were spread out in such a way that
19	they were partially obscured. They weren't
20	completely visible to the dealers.
21	Another violation was that unused
22	decks with broken seals in the envelopes did not
23	contain the time, date and signature of the poker
24	supervisor.

Now, this particular violation in the

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       prior audit was a finding. When we have a finding
       we also then do a follow-up, and in the follow-up
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       we look to see if it's corrected. Now, in the
       prior audit we found it wasn't corrected and issued
 4
       what we call a compliance directive, and then it
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       was fixed at that point in time. Yet again it
 7
       comes up as a violation in this current audit.
                    The next violation was that the used
 8
       cards were -- that had been returned to security
 9
10
       were not inspected for crimps and bends, and the
       entire back of the surface was not inspected by the
11
       ultraviolet light. Interview with the security
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       officer indicated that only -- he was only checking
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       for cards that were missing from the deck.
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                    The last violation was that the
16
       security department was not reconciling the
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       replacement deck logs, the replacement decks as
18
       required by the rule. Interview with the security
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       officer indicated that they had not been doing this
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       at all, not only not weekly but weren't doing it at
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       all. Again, also a finding in the prior audit.
       addition, in the prior audit, when we followed up,
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       we found it was still a problem, issued a
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compliance directive and then they fixed it. Yet

again it showed up as a violation at this point in

MS. FRANKS: Chairman Kohn.

CHAIRMAN KOHN: Approved.

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investigators, along with Missouri Gaming
Commission financial investigators, conducted
comprehensive background investigations on multiple
key and Level 1 applicants.
The investigations included, but were
not limited to, criminal, financial and general

20 character inquiries which were made in the
21 jurisdictions where the applicants lived, worked
22 and frequented.
23

The following individuals are being presented for your consideration: Pierfrancesco Boccia, Secretary, International Game Technology,

Sergeant Holcomb? Is there a motion to approve

COMMISSIONER JAMISON: I so move.

MS. FRANKS: Commissioner Finney.

COMMISSIONER LOMBARDO: Second.

CHAIRMAN KOHN: Discussion on the

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18-005?

motion? Angie.

0051	
1	COMMISSIONER FINNEY: Approve.
2	MS. FRANKS: Commissioner Lombardo.
3	COMMISSIONER LOMBARDO: Approve.
4	MS. FRANKS: Commissioner Neer.
5	COMMISSIONER NEER: Approve.
6	MS. FRANKS: Commissioner Jamison.
7	COMMISSIONER JAMISON: Approved.
8	MS. FRANKS: Chairman Kohn.
9	CHAIRMAN KOHN: Approved.
10	MS. FRANKS: By your vote, you've
11	adopted Resolution No. 18-005.
12	CHAIRMAN KOHN: That concludes our
13	agenda for the open portion of the meeting. We
14	will now go into closed session, if necessary come
15	back out for an open meeting, or we'll just adjourn
16	the open meeting. Do I have a motion to go into
17	closed session?
18	COMMISSIONER JAMISON: I move for a
19	closed meeting under Sections 313.847 and 313.945,
20	Revised Missouri Statutes, investigatory,
21	proprietary and application records, and 610.021,
22	subparagraph 1, Revised Missouri Statutes, legal
23	actions, subparagraph 3 and subparagraph 13,
24	personnel, and subparagraph 14, records protected
25	from disclosure by law.

0052		
1		COMMISSIONER FINNEY: Second.
2		CHAIRMAN KOHN: Angie.
3		MS. FRANKS: Commissioner Finney.
4		COMMISSIONER FINNEY: Approve.
5		MS. FRANKS: Commissioner Lombardo.
6		COMMISSIONER LOMBARDO: Approve.
7		MS. FRANKS: Commissioner Neer.
8		COMMISSIONER NEER: Approve.
9		MS. FRANKS: Commissioner Jamison.
10		COMMISSIONER JAMISON: Approved.
11		MS. FRANKS: Chairman Kohn.
12		CHAIRMAN KOHN: Approved.
13		(WHEREUPON, the opening meeting was
14	adjourned at	10:59 a.m.)
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0053	
1	CERTIFICATE
2	STATE OF MISSOURI)
3) ss.
4	COUNTY OF COLE)
5	I, Kellene K. Feddersen, Certified
6	Shorthand Reporter with the firm of Midwest
7	Litigation Services, do hereby certify that I was
8	personally present at the proceedings had in the
9	above-entitled cause at the time and place set
10	forth in the caption sheet thereof; that I then and
11	there took down in Stenotype the proceedings had;
12	and that the foregoing is a full, true and correct
13	transcript of such Stenotype notes so made at such
14	time and place.
15	Given at my office in the City of
16	Jefferson, County of Cole, State of Missouri.
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19	
	Kellene K. Feddersen, RPR, CSR, CCR
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MISSOURI GAMING COMMISSION Open Session Minutes January 10, 2018

The Missouri Gaming Commission (the "Commission") went into open session at approximately 12:45 p.m. on January 10, 2018, at the Jefferson City office of the Missouri Gaming Commission.

Commissioner Jamison moved to adjourn the open session meeting. Commissioner Lombardo seconded the motion. After a roll call vote was taken, Finney – yes, Lombardo – yes, Neer – yes, Jamison – yes, and Kohn – yes, the motion was unanimously approved.

The meeting ended at 12:46 p.m.