

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

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

TRANSCRIPT OF HEARING

March 26, 2025

9:30 A.M.

JAN ZIMMERMAN, Commission Chairman
DAVID W. HANE, Commission Vice Chairman
PAT CONWAY, Commissioner
KEVIN SPAULDING, Commissioner

P R O C E E D I N G S

1
2 CHAIRMAN ZIMMERMAN: Good morning and welcome,
3 everyone, to the March meeting of the Missouri Gaming
4 Commission. Director Leara isn't with us today because of the
5 passing of his father, so I would ask that everyone keep his
6 family in your prayers.

7 I'll now call the March 26, 2025, Missouri Gaming
8 Commission meeting to order. Angie, would you call the roll?

9 MS. FRANKS: Chairman Zimmerman?

10 CHAIRMAN ZIMMERMAN: Present.

11 MS. FRANKS: Commissioner Conway?

12 COMMISSIONER CONWAY: Present.

13 MS. FRANKS: Commissioner Hane?

14 COMMISSIONER HANE: Present.

15 MS. FRANKS: Commissioner Spaulding?

16 COMMISSIONER SPAULDING: Present.

17 CHAIRMAN ZIMMERMAN: All right, we have a quorum. So
18 let's get started.

19 We'll start this morning with Team Member Recognition
20 for Cheryl Alonzo and Jason Hammond. I believe Deputy
21 Director Kevin Bond will be making the presentation.

22 DEPUTY DIRECTOR BOND: Good morning, Chairman and
23 Commissioners. Today I am honored to recognize two
24 long-tenured team members. Both of these well-respected
25 individuals are celebrated for having been employed with the

1 Missouri Gaming Commission for 25 incredible years.

2 First is Cheryl Alonzo.

3 [APPLAUSE]

4 DEPUTY DIRECTOR BOND: So Cheryl joined the MGC team on
5 March 22 of 2000 and now serves as the Assistant Director of
6 Compliance. She is truly a wealth of knowledge regarding all
7 things MGC. If anyone knows Cheryl, they know she is a
8 die-hard rule writer. Her commitment to crafting the perfect
9 rules, processes and systems is unmatched. She will work
10 tirelessly to make sure everything is just right, and her
11 passion for excellence shines through in everything that she
12 does.

13 Cheryl is always focused on what's best for MGC and the
14 people around here. Her co-workers say if there is ever a
15 question as to why are things done this way, she likely has an
16 answer for it. And LeAnn McCarthy even quipped that Cheryl
17 has been with MGC for so long now that some of the rules she
18 was tasked with writing have even been rescinded.

19 Cheryl, thank you for 25 years of dedicated service to
20 the Missouri Gaming Commission, and we look forward to many
21 yet to come.

22 [APPLAUSE]

23 MS. ALONZO: Thank you.

24 DEPUTY DIRECTOR BOND: And our second recognition is
25 for Jason Hammond, also for 25 years.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

[APPLAUSE]

DEPUTY DIRECTOR BOND: On March 27 of 2000, just five days after Cheryl started, Jason Hammond joined the MGC team. Jason serves as a network infrastructure technician and is an integral part of our IT network and Help Desk team.

He is well respected and liked around the office, and he also has a great sense of humor. For some reason, in case you can't tell, he's been given the name of "Pee-wee" amongst the Staff. I would never call him that.

Jason's co-workers also say he is the biggest St. Louis Cardinals fan at MGC, both in height and in heart. John Hall even confirms that Jason bleeds Cardinal red.

Jason is president of the Brazito Honey Creek Lions Club where he coordinates an annual barbecue and 4th of July fireworks show. He has also been a great help at MGC barbecue and fish fries and with other events such as Christmas decorating. And he is our resident expert in office moves and cubicle construction.

Jason, thank you for 25 incredible years. We are grateful to you and your dedication to the Missouri Gaming Commission. Congratulations.

[APPLAUSE]

DEPUTY DIRECTOR BOND: Thank you.

CHAIRMAN ZIMMERMAN: Congratulations, Cheryl and Jason, for your incredible years of service to the MGC and the

1 citizens of Missouri. I thought that maybe Kevin was going to
2 say 25 and maybe 25 more, so if you all want to stick around
3 for another 25, why not?

4 The first item this morning is the Adoption of the
5 Agenda. I move that we adopt today's agenda. Is there a
6 second?

7 COMMISSIONER CONWAY: Second.

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

10 MS. FRANKS: Chairman Zimmerman?

11 CHAIRMAN ZIMMERMAN: Approved.

12 MS. FRANKS: Commissioner Conway?

13 COMMISSIONER CONWAY: Approved.

14 MS. FRANKS: Commissioner Hane?

15 COMMISSIONER HANE: Approved.

16 MS. FRANKS: Commissioner Spaulding?

17 COMMISSIONER SPAULDING: Approved.

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

19 CHAIRMAN ZIMMERMAN: All right, thank you. The next
20 item of business is Consideration of the Minutes from the
21 February meetings.

22 Before I make a motion to approve the minutes, I'd like
23 to make a comment for the record about the meeting that took
24 place by telephone on February 18. That meeting was in
25 addition to our regularly scheduled meetings to allow the

1 Staff the opportunity to review the proposed rules for sports
2 wagering.

3 The Staff did an outstanding job and stayed on the call
4 until every single one of our questions were answered, so I
5 truly appreciate the input from our partners in the gaming
6 industry because I know that the Staff has been sifting
7 through hundreds of comments from them.

8 Although we're not to the finish line yet, I never want
9 to miss the opportunity to thank Director Leara, our partners
10 in gaming and his Staff for all their hard work on this
11 because we had plenty of questions that day on the call. I
12 think probably the Staff thought we were never going to finish
13 that call, but I truly, truly appreciate that.

14 With that said, I move that the minutes of the February
15 18 and 26, 2025 meetings be approved. Is there a second?

16 COMMISSIONER HANE: Second.

17 MS. FRANKS: Madam Chairman, I think we need the 25th.

18 CHAIRMAN ZIMMERMAN: The 25th as well? For some
19 reason, I marked that off yesterday. 18th, 25th and 26th; is
20 there a second?

21 COMMISSIONER HANE: Second.

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

24 MS. FRANKS: Chairman Zimmerman?

25 CHAIRMAN ZIMMERMAN: Approved.

1 MS. FRANKS: Commi ssi oner Conway?

2 COMMI SSI ONER CONWAY: Approved.

3 MS. FRANKS: Commi ssi oner Hane?

4 COMMI SSI ONER HANE: Approved.

5 MS. FRANKS: Commi ssi oner Spaul di ng?

6 COMMI SSI ONER SPAULDI NG: Approved.

7 MS. FRANKS: By your vote, you've adopted the mi nutes
8 from the February 18, 25 and 26 Commi ssi on meeti ngs.

9 CHAI RMAN ZIMMERMAN: Next we have Considerati on of
10 Li censure of Certain Key and Level I Appl i cants, Resol uti on
11 25-027. Sergeant Jason McTheeney, you have the floor.

12 SERGEANT McTHEENEY: Good morni ng, Chai rman and
13 Commi ssi oners. Mi ssouri State Highway Patrol Investi gators
14 and Mi ssouri Gami ng Commi ssi on Financi al Analysts conducted
15 comprehensi ve background i nvesti gati ons on Key and Level I
16 appl i cants.

17 The i nvesti gati ons i ncluded, but were not l i mi ted to,
18 ci vi l , cri mi nal , fi nanci al , and general character i nqui ries
19 that were made i n the juri sdi cti ons where the appl i cants have
20 l i ved, worked, and frequented.

21 The fol l owi ng appl i cants are bei ng presented for your
22 consi derati on.

23 Debra Mari e Marti n Chase, Gami ng and Lei sure
24 Properti es, Incorporated, as a Di rector.

25 Mark Wong, Bal ly' s Corporati on, as Vi ce Presi dent and

1 General Manager.

2 Steven Matthew Klotz, Ameristar Casino St. Charles, as
3 Vice President and Assistant General Manager.

4 Joshua David Wolfe, IOC-Cape Girardeau, LLC, doing
5 business as Century Casino Cape Girardeau, as Security
6 Manager.

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

11 CHAIRMAN ZIMMERMAN: Thank you. Any questions for
12 Sergeant McTheeney? All right, seeing none, thank you.

13 I move to approve Resolution 25-027. Is there a
14 second?

15 COMMISSIONER SPAULDING: Second.

16 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
17 would you call the roll?

18 MS. FRANKS: Chairman Zimmerman?

19 CHAIRMAN ZIMMERMAN: Approved.

20 MS. FRANKS: Commissioner Conway?

21 COMMISSIONER CONWAY: Approved.

22 MS. FRANKS: Commissioner Hane?

23 COMMISSIONER HANE: Approved.

24 MS. FRANKS: Commissioner Spaulding?

25 COMMISSIONER SPAULDING: Approved.

1 MS. FRANKS: By your vote, you've adopted Resolution
2 Number 25-027.

3 CHAIRMAN ZIMMERMAN: Next we have Consideration of
4 Relicensure of Certain Key Person Licensees, Resolution
5 25-028. Corporal Doug Fessenden will be making the
6 presentation.

7 CORPORAL FESSENDEN: Good morning, Chairman and
8 Commissioners. Missouri State Highway Patrol Investigators
9 conducted background investigation updates on Key Person
10 License renewals. The investigations included an application
11 review as well as civil, criminal, and general character
12 inquiries made in the jurisdictions where the applicants
13 currently reside.

14 The following renewals are being presented to you for
15 your consideration.

16 Alberto Antonio Marco Boroli, Director, B&D Holding
17 S.p.A.

18 Paolo Boroli, Director, De Agostini S.p.A.

19 Pietro Enrico Boroli, Director, De Agostini S.p.A.

20 Desi ree A. Burke, CFO and Treasurer, Gaming and Leisure
21 Properties, Incorporated.

22 Mario Cesari, Director, De Agostini S.p.A.

23 Trevor John Croker, CEO and Managing Director,
24 Aristocrat Leisure Limited.

25 Baptiste Geoffrey Christine Ghislain de Cartier de

1 Marchienne, Director, Brepols Group NV.
2 Marco Drago, Director and Chairman, B&D Holding S.p.A.
3 Roberto Drago, Director, B&D Holding S.p.A.
4 Tracy Sophia Harris, Director, Bally's Corporation.
5 Felicia Rae Hendrix, EVP and Chief Financial Officer,
6 PENN Entertainment, Incorporated.
7 Michael Bertil Knutsson, Director, TCSJOHNHUXLEY
8 (EUROPE).
9 Phillip Lee, Director, Treasurer, Secretary, TCS John
10 Huxley.
11 Courtney Richard Mather, Director, Caesars
12 Entertainment, Incorporated.
13 James Ronald Odell, Chairman, Light & Wonder,
14 Incorporated.
15 John William Randolph Payne, President and COO, VICI
16 Properties, Incorporated.
17 Lorenzo Pellicoli, Director, B&D Holding S.p.A.
18 Marco Sala, Executive Chairman of the Board,
19 International Game Technology PLC.
20 Jane Scaccetti, Director, PENN Entertainment,
21 Incorporated.
22 Tristan Nenne Sjoeborg, Chairman, President, and
23 Director, TCS John Huxley.
24 Paolo Tacchini, Director, De Agostini S.p.A.
25 Alberto Ferdinando Maria Toffoletto, Director, B&D

1 Holding, S. p. A.

2 Giannario Tondato Da Ruos, International Game
3 Technology PLC.

4 Matthew Richard Wilson, President, CEO and Director,
5 Light & Wonder, Incorporated.

6 Investigative findings were provided to the Missouri
7 Gaming Commission Staff for their review, and I'd be glad to
8 answer any questions you might have.

9 CHAIRMAN ZIMMERMAN: Nice job on the names. Any
10 questions for Corporal Fessenden?

11 COMMISSIONER HANE: Great job on the names.

12 CORPORAL FESSENDEN: I have help, like usual. Thank
13 you.

14 CHAIRMAN ZIMMERMAN: Even with help, I'm not sure I
15 could pronounce some names. Thank you.

16 I move to approve Resolution 25-028. Is there a
17 second?

18 COMMISSIONER CONWAY: Second.

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

21 MS. FRANKS: Chairman Zimmerman?

22 CHAIRMAN ZIMMERMAN: Approved.

23 MS. FRANKS: Commissioner Conway?

24 COMMISSIONER CONWAY: Approved.

25 MS. FRANKS: Commissioner Hane?

1 COMMISSIONER HANE: Approved.

2 MS. FRANKS: Commissioner Spaulding?

3 COMMISSIONER SPAULDING: Approved.

4 MS. FRANKS: By your vote, you've adopted Resolution
5 Number 25-028.

6 CHAIRMAN ZIMMERMAN: Next we have Consideration of
7 Relicensure of Certain Suppliers, TCS John Huxley America,
8 Inc., Resolution 25-029, and their Key Business Entities which
9 will be voted on separately.

10 Sergeant Lance Laughlin will be making the
11 presentation. Sergeant, you have the floor.

12 SERGEANT LAUGHLIN: Thank you. Good morning, Chairman
13 and Commissioners.

14 TCS John Huxley America, Incorporated submitted an
15 application to the Missouri Gaming Commission for renewal of
16 its supplier license. Their current license is scheduled to
17 expire on March 31, 2025.

18 Additionally, three Key Business Entity applications
19 were received from Belgravia Invest AB, Victoria Holdings
20 Limited, and TCS John Huxley Europe Limited for renewal of
21 their Key Business Entity licenses. The current licenses for
22 the three business entities are scheduled to expire on
23 March 31, 2025.

24 Missouri Highway Patrol Investigators and Missouri
25 Gaming Commission Financial Analysts conducted relicensing

1 investigations which consisted of financial review,
2 jurisdictional inquiries, a review of disciplinary action,
3 litigation, and key persons associated with the companies.

4 Investigative findings were provided to the Missouri
5 Commission Staff for their review, and I'd be happy to answer
6 any questions you might have. Thank you.

7 CHAIRMAN ZIMMERMAN: Thank you. Any questions for
8 Sergeant Laughlin? All right, seeing none, I move to approve
9 TCS John Huxley America, Resolution 25-029. Is there a
10 second?

11 COMMISSIONER HANE: Second.

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

14 MS. FRANKS: Chairman Zimmerman?

15 CHAIRMAN ZIMMERMAN: Approved.

16 MS. FRANKS: Commissioner Conway?

17 COMMISSIONER CONWAY: Approved.

18 MS. FRANKS: Commissioner Hane?

19 COMMISSIONER HANE: Approved.

20 MS. FRANKS: Commissioner Spaulding?

21 COMMISSIONER SPAULDING: Approved.

22 MS. FRANKS: By your vote, you've adopted Resolution
23 Number 25-029.

24 CHAIRMAN ZIMMERMAN: Next we have Consideration of
25 Relicensure of the Supplier Key Business Entity. I move to

1 approve Belgravia Invest AB, Resolution 25-030. Is there a
2 second?

3 COMMISSIONER HANE: Second.

4 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
5 would you call the roll?

6 MS. FRANKS: Chairman Zimmerman?

7 CHAIRMAN ZIMMERMAN: Approved.

8 MS. FRANKS: Commissioner Conway?

9 COMMISSIONER CONWAY: Approved.

10 MS. FRANKS: Commissioner Hane?

11 COMMISSIONER HANE: Approved.

12 MS. FRANKS: Commissioner Spaulding?

13 COMMISSIONER SPAULDING: Approved.

14 MS. FRANKS: By your vote, you've adopted Resolution
15 Number 25-030.

16 CHAIRMAN ZIMMERMAN: Thank you. Next I move to approve
17 Victoria Holdings Limited., Resolution 25-031. Is there a
18 second?

19 COMMISSIONER SPAULDING: Second.

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

22 MS. FRANKS: Chairman Zimmerman?

23 CHAIRMAN ZIMMERMAN: Approved.

24 MS. FRANKS: Commissioner Conway?

25 COMMISSIONER CONWAY: Approved.

1 MS. FRANKS: Commi ssi oner Hane?

2 COMMI SSI ONER HANE: Approved.

3 MS. FRANKS: Commi ssi oner Spaul di ng?

4 COMMI SSI ONER SPAULDI NG: Approved.

5 MS. FRANKS: By your vote, you've adopted Resol uti on
6 Number 25-031.

7 CHAI RMAN ZIMMERMAN: Thank you. Fi nally I move to
8 approve TCS John Huxl ey Europe Li mi ted, Resol uti on Number
9 25-032. Is there a second?

10 COMMI SSI ONER CONWAY: Second.

11 CHAI RMAN ZIMMERMAN: Any further di scussi on? Seei ng
12 none, Angi e, woul d you call the roll?

13 MS. FRANKS: Chai rman Zi mmerman?

14 CHAI RMAN ZIMMERMAN: Approved.

15 MS. FRANKS: Commi ssi oner Conway?

16 COMMI SSI ONER CONWAY: Approved.

17 MS. FRANKS: Commi ssi oner Hane?

18 COMMI SSI ONER HANE: Approved.

19 MS. FRANKS: Commi ssi oner Spaul di ng?

20 COMMI SSI ONER SPAULDI NG: Approved.

21 MS. FRANKS: By your vote, you've adopted Resol uti on
22 Number 25-032.

23 CHAI RMAN ZIMMERMAN: All right, thank you. Our next
24 i tem of busi ness i s Consi derati on of Di sci pli nary Acti on for
25 Internati onal Game Technol ogy, Inc. , DC-25-023. General

1 Counsel Nikki Evans will be making the presentation. Good
2 morning.

3 MS. EVANS: Good morning, Chairman and Commissioners.
4 Under Tab J is a Preliminary Order Of Disciplinary Action
5 directed at International Game Technology, Incorporated, or
6 IGT.

7 The proposed discipline arises from the failure of the
8 company to timely renew the Key Person License of Christopher
9 Spears in violation of 11 CSR 45-4.390(1). In this matter,
10 Christopher Spears made his application for an MGC Key Person
11 License in July 2018 as the Senior Vice President and General
12 Counsel of IGT.

13 Mr. Spears' License was set to expire
14 August 31, 2024. Pursuant to MGC regulations, Mr. Spears'
15 renewal application was due on or before June 1, 2024.
16 MGC Staff contacted the project compliance manager of IGT on
17 July 10, July 23, July 30, and August 9, 2024 regarding the
18 missing Key Person renewal application.

19 On August 26, 2024, Mr. Spears' completed renewal
20 application was received by MGC Staff. Because of the
21 tardiness of Mr. Spears' renewal application and necessary
22 documentation, the Commission granted a 30-day extension of
23 Mr. Spears' Key Person License, and his License was renewed by
24 the Commission of September 25, 2024.

25 The Disciplinary Review Board recommended a \$5,000 fine

1 in this matter. In response, IGT did not dispute the action
2 or the fine.

3 I'm happy to answer any questions you might have.

4 CHAIRMAN ZIMMERMAN: Ms. Evans, I know that they didn't
5 dispute the fine amount. Was there any explanation for the
6 tardiness?

7 MS. EVANS: During the process, there was discussion
8 with the project compliance manager that they had
9 inadvertently internally put the wrong renewal date, and so
10 they were I believe kind of scrambling at that point to try to
11 keep up with what was the actual renewal date.

12 In the communications with the project compliance
13 manager, they did seem remorseful that it was taking so long
14 and understood the urgency of the situation as it was
15 happening.

16 CHAIRMAN ZIMMERMAN: Okay, thank you. Any other
17 questions? Commissioner Hane, you look like you have a
18 question.

19 COMMISSIONER HANE: They didn't figure it out that
20 there was something amiss after our first contact? We
21 contacted them four times?

22 MS. EVANS: Yes. In the follow-up communications, a
23 lot of that was a back-and-forth about what was still missing
24 and their explanation for why things were taking a certain
25 amount of time with respect to communicating with Mr. Spears.

1 So they were aware after our initial communication that there
2 was something amiss with their internal deadlines, and from
3 then on, it was working to get the necessary documentation to
4 complete the application.

5 COMMISSIONER HANE: Okay, thank you.

6 MS. EVANS: Uh-huh.

7 CHAIRMAN ZIMMERMAN: Any other questions for Ms. Evans?
8 Thank you. I move to approve DC-25-023. Is there a second?

9 COMMISSIONER HANE: Second.

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

12 MS. FRANKS: Chairman Zimmerman?

13 CHAIRMAN ZIMMERMAN: Approved.

14 MS. FRANKS: Commissioner Conway?

15 COMMISSIONER CONWAY: Approved.

16 MS. FRANKS: Commissioner Hane?

17 COMMISSIONER HANE: Approved.

18 MS. FRANKS: Commissioner Spaulding?

19 COMMISSIONER SPAULDING: Approved.

20 MS. FRANKS: By your vote, you've adopted DC-25-023.

21 CHAIRMAN ZIMMERMAN: Our next item of business is
22 Consideration of Disciplinary Action for Bally's Corporation
23 Kansas City, DC-25-024. Tom Venneman, Deputy General Counsel,
24 you have the floor.

25 MR. VENNEMAN: Thank you. Good morning, Chairman and

1 Commi ssi oners.

2 Under Tab K, we have a Prel i mi nary Order of Di sci pl i ne
3 di re cted at Bal ly' s Kan sas Ci ty Casi no. The pro posed
4 di sci pl i ne ari ses from an i nvesti ga ti on whi ch be gan af ter a
5 mi nor was di scover ed on the gami ng flo or of the casi no i n
6 vi o la ti on of the Com mi ssi on' s Mi ni mum In ter nal Con trol
7 Stan dards, or the MICS.

8 On August 12 of 2024, Corporal E. A. Bri negar i ni ti ated
9 a re gu la to ry i nvesti ga ti on af ter en coun ter ing a 17-year-old
10 ju ve ni le on the gami ng flo or. The Sur ve il lance De part ment
11 con ducted an i nqui ry throu gh Veri docs whi ch re vea led that the
12 ID used by the ju ve ni le had been scanned 32 times be tween
13 July 13 of 2024 and August 12 of 2024.

14 Be tween July 31 of 2024 and August 12 of 2024, the
15 sur ve il lance re corded the ju ve ni le wa ge ri ng af ter gai ni ng
16 ac cess to the casi no flo or on 12 di ffe rent oc ca si ons. Du ri ng
17 the 32 i nstances he ac cessed the casi no flo or, the ju ve ni le
18 en coun tered 19 se cu ri ty offi cers and 48 em ployees be fore he
19 was di scover ed and MGC was noti fi ed.

20 The Di sci pl i nary Re vi ew Board re com mended a \$10,000
21 fi ne i n this mat ter. In re sponse to the pro posed di sci pl i ne,
22 Bal ly' s Kan sas Ci ty Casi no has ta ken steps to ad dress gaps or
23 ri sks, whi ch i nclude Sur ve il lance and Se cu ri ty au di ts,
24 up da ti ng Veri docs soft ware, and ad di ti onal i den ti fi ca ti on
25 tra i ni ng that was ex tended to de part ments out si de of Se cu ri ty,

1 including Table Games and Cage Employees.

2 I'd be happy to answer any questions you may have at
3 this time.

4 CHAIRMAN ZIMMERMAN: Any questions for Mr. Venneman?
5 It's my understanding -- I know we've discussed this -- but
6 that this individual was not using a fake ID, he was using the
7 ID of a relative, somebody that looked like him?

8 MR. VENNEMAN: It was the ID of a relative, but after
9 looking at the documents and addressing that in the
10 Disciplinary Review Board, we determined that there was enough
11 of a difference, this person was 17 years old and it should
12 have been identified earlier.

13 CHAIRMAN ZIMMERMAN: Well, and just the number of times
14 that he was there obviously was a serious issue and the number
15 of employees that he came in contact with. Any other
16 questions for Mr. Venneman?

17 COMMISSIONER CONWAY: I guess I have one. Is it
18 discretionary for the casino to scan an identification?

19 MR. VENNEMAN: So the particular rule that we're
20 looking at is the MICS Chapter N, 4.01, which just states that
21 persons under 21 years of age shall not be permitted access to
22 the casino floor or be allowed to place a wager. After that,
23 the casino has their own internal rules that they use to
24 comply with ours.

25 COMMISSIONER CONWAY: Okay, I'm just aware of the fact

1 that there are certain casinos, not necessarily in this state,
2 that mandate a photo identification to enter.

3 MR. VENNEMAN: They can do that; and in this situation
4 he did use photo identification, it just happened to not be
5 him.

6 COMMISSIONER CONWAY: Right. Okay, thank you.

7 CHAIRMAN ZIMMERMAN: Any other questions for
8 Mr. Venneman? All right, seeing none, thank you. I move to
9 approve DC-25-024. Is there a second?

10 COMMISSIONER CONWAY: Second.

11 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
12 would you call the roll?

13 MS. FRANKS: Chairman Zimmerman?

14 CHAIRMAN ZIMMERMAN: Approved.

15 MS. FRANKS: Commissioner Conway?

16 COMMISSIONER CONWAY: Approved.

17 MS. FRANKS: Commissioner Hane?

18 COMMISSIONER HANE: Approved.

19 MS. FRANKS: Commissioner Spaulding?

20 COMMISSIONER SPAULDING: Approved.

21 MS. FRANKS: By your vote, you've adopted DC-25-024.

22 CHAIRMAN ZIMMERMAN: Our next item of business is
23 Consideration of Disciplinary Action for The United States
24 Playing Card Company, DC-25-025. Mr. Venneman, you still have
25 the floor.

1 MR. VENNEMAN: Thank you. Under Tab L, we have a
2 Preliminary Order of Discipline directed at The United States
3 Playing Card Company. The proposed discipline arises from an
4 investigation which began after multiple defects were
5 discovered on playing cards in violation of 11 CSR 45-5.183.

6 From June 2024 through September 2024, there were five
7 gaming reports generated which documented several
8 manufacturing defects on the table games playing cards that
9 were shipped to various Class B licensees by The United States
10 Playing Card Company.

11 The Disciplinary Review Board recommended a \$15,000
12 fine in these matters. In response to the proposed
13 discipline, The United States Playing Card Company outlined
14 that they continue to invest in their work force and
15 technology to strengthen and improve their processes to limit
16 defects.

17 I'd be happy to answer any questions at this time.

18 CHAIRMAN ZIMMERMAN: And did they indicate, Tom, like
19 what they're doing to try and -- I mean I know they're just
20 producing thousands and thousands and thousands of cards but,
21 you know, those defects, and some of those are making them to
22 the gaming floor, so --

23 MR. VENNEMAN: Yes. So in these five separate
24 occasions, some of them were caught prior to being put in
25 play, but one in particular manufacturing defect was noticed

1 by a player at a table game; so they had been put in play and
2 it was noticeable enough that one of the players caught it and
3 pointed it out to the dealer which led to this investigation.

4 I would additionally add we don't know the extent of
5 any manufacturing defects. We can only look at what we've
6 discovered. Some may have gone -- some could possibly go
7 undiscovered, but we also only know of manufacturing defects
8 within the State of Missouri.

9 So this company sends cards out all over the country,
10 so we don't know the particular -- the scope of any
11 manufacturing defects except for what we're dealing with. And
12 we took that into account when looking at all these.

13 Now, this particular recommendation comes from the fact
14 that there were several defects caught within a very short
15 period of time, and we wanted to make sure that the company is
16 paying close attention if anything is getting out of hand.

17 CHAIRMAN ZIMMERMAN: So is there a certain like
18 percentage of audit, I mean recognizing that there are
19 hundreds of thousands of cards but, you know, those audits
20 taking place periodically?

21 MR. VENNEMAN: I'm not aware of a percent, any
22 percentage of audits; but every time a card goes into play,
23 the casinos are supposed to be inspecting those decks to look
24 for any of these defects.

25 CHAIRMAN ZIMMERMAN: All right, thank you. Any other

1 questions for Mr. Venneman?

2 COMMISSIONER CONWAY: I guess. Does our Staff randomly
3 do an inspection also?

4 MR. VENNEMAN: I will ask that our table games expert,
5 Heather Berhorst, address some of these questions.

6 MS. BERHORST: Heather Berhorst, Table Games Manager.
7 No, our Staff doesn't do an inspection. The casino staff is
8 supposed to inspect the cards before they go into play and
9 then Security does an inspection following removal from play
10 on a certain percentage.

11 COMMISSIONER CONWAY: So I guess what I'm really
12 asking, there was no indication that the responsibility for
13 the defect was with the card manufacturer and no one else down
14 the line?

15 MS. BERHORST: Yeah, the company's response did
16 indicate that it was their responsibility and it should have
17 been caught during their quality control process.

18 COMMISSIONER CONWAY: Okay, thank you very much.

19 MS. BERHORST: Uh-huh.

20 CHAIRMAN ZIMMERMAN: Any other questions? All right,
21 thank you. I move to approve DC-25-025. Is there a second?

22 COMMISSIONER SPAULDING: Second.

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

25 MS. FRANKS: Chairman Zimmerman?

1 CHAIRMAN ZIMMERMAN: Approved.
2 MS. FRANKS: Commissioner Conway?
3 COMMISSIONER CONWAY: Approved.
4 MS. FRANKS: Commissioner Hane?
5 COMMISSIONER HANE: Approved.
6 MS. FRANKS: Commissioner Spaulding?
7 COMMISSIONER SPAULDING: Approved.
8 MS. FRANKS: By your vote, you've adopted DC-25-025.
9 CHAIRMAN ZIMMERMAN: Mr. Venneman, it is your show
10 today, so our next item of business is Consideration of Final
11 Orders of Rulemaking, Resolution 25-033.

12 MR. VENNEMAN: Thank you, Chairman Zimmerman and
13 Commissioners.

14 Under Tab X, there are four Final Orders of Rulemaking.
15 The amendments for your consideration are 11 CSR 45-1.090, 11
16 CSR 45-5.080, 5.190, 5.192, 5.193, 5.194, 5.200, 5.210, 5.220.
17 5.225, 5.230, 5.235, 5.270 and 5.300; also 11 CSR 45-9.102.
18 9.105, 9.108, 9.109, 9.118 and 9.121.

19 The amendments outlining the changes were provided in
20 your meeting materials. Normally the changes to each rule are
21 discussed individually; however, since there are 20 rules
22 being proposed at this time, in lieu of detailing the changes
23 made to each of the proposed amendments individually, a
24 summary of the changes is being provided.

25 The amendments are all related to revisions made to

1 Chapter E, Electronic Gaming Devices of the Minimum Internal
2 Control Standards, or the MICS. The revisions to MICS Chapter
3 E were made to update the chapter for electronic gaming
4 devices and other related equipment to account for new
5 products and to incorporate feedback from industry and Staff,
6 variances issued by the Commission, and technological changes.

7 The changes made to MICS Chapter E require revisions to
8 be made to other associated CSRs and chapters of the MICS to
9 incorporate changes for consistency and to move standards to
10 appropriate regulations.

11 For example, there were standards included in the MICS
12 that were determined to more appropriately belong in the CSR
13 because they were a requirement of a supplier licensee as
14 opposed to a Class B licensee. Additionally, MICS standards
15 were also identified as more appropriately belonging in a
16 different chapter of the MICS and were moved accordingly for
17 consolidation and consistency.

18 Generally the revisions include updating standards in
19 terminology, clarifying requirements, modifying processes, and
20 removing unnecessary, outdated, and duplicative language.

21 These amendments were proposed and approved at the
22 December 4, 2024 Commission meeting, the public comment
23 period ended February 14, 2025, and a public hearing was held
24 on February 18, 2025. No public comments were received
25 regarding the proposed amendments.

1 The approval from the Governor's office to proceed with
2 these Final Orders was received on March 10, 2025. If these
3 Final Orders are approved, these amendments will become
4 effective on July 30, 2025.

5 I'd be happy to take any questions at this time.

6 CHAIRMAN ZIMMERMAN: Well, I've seen them more times
7 than I wanted to. Are there any questions for Mr. Venneman?
8 No? All right, thank you. I move to approve Resolution
9 25-033. Is there a second?

10 COMMISSIONER HANE: Second.

11 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
12 would you call the roll?

13 MS. FRANKS: Chairman Zimmerman?

14 CHAIRMAN ZIMMERMAN: Approved.

15 MS. FRANKS: Commissioner Conway?

16 COMMISSIONER CONWAY: Approved.

17 MS. FRANKS: Commissioner Hane?

18 COMMISSIONER HANE: Approved.

19 MS. FRANKS: Commissioner Spaulding?

20 COMMISSIONER SPAULDING: Approved.

21 MS. FRANKS: By your vote, you've adopted Resolution
22 Number 25-033.

23 CHAIRMAN ZIMMERMAN: Next we have Consideration of
24 Ratification of Extension of License, Resolution 25-034.
25 General Counsel Nikki Evans will be making this presentation.

1 MS. EVANS: Good morning again, Chairman and
2 Commissioners.

3 Under Tab N is a Request for Ratification and Extension
4 of License.

5 Kimihiro Higashio, Kagemasa Kozuki, Kagetsugi Kozuki,
6 and Yoko Kozuki are holders of Key Person Licenses which were
7 scheduled to expire on January 31, 2025. The renewal
8 applications for all key persons were due on November 1, 2024.

9 We were not able to complete the backgrounds by the
10 Commission meeting in January 2025 as a result of the
11 tardiness in these applications. Accordingly, Staff requested
12 and Chairman Zimmerman approved an extension of the four Key
13 Person Licenses to March 13, 2025.

14 This action was ratified at the Commission meeting on
15 January 15, 2025. On March 13, 2025, Chairman Zimmerman
16 signed a second extension of the four Key Person Licenses to
17 May 12, 2025.

18 Staff does now request the Commission ratify that
19 action taken by the Chairman. As of today, we do have
20 complete applications for all four Key Persons and expect that
21 the licenses will be renewed at our April 2025 meeting.

22 I'm happy to answer any questions that you may have.

23 CHAIRMAN ZIMMERMAN: Any questions for Ms. Evans? All
24 right, thank you. I first move to approve Resolution 25-034.
25 Is there a second?

1 COMMISSIONER SPAULDING: Second.

2 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
3 would you call the roll?

4 MS. FRANKS: Chairman Zimmerman?

5 CHAIRMAN ZIMMERMAN: Approved.

6 MS. FRANKS: Commissioner Conway?

7 COMMISSIONER CONWAY: Approved.

8 MS. FRANKS: Commissioner Hane?

9 COMMISSIONER HANE: Approved.

10 MS. FRANKS: Commissioner Spaulding?

11 COMMISSIONER SPAULDING: Approved.

12 MS. FRANKS: By your vote, you've adopted Resolution
13 Number 25-034.

14 CHAIRMAN ZIMMERMAN: Next we have Consideration of
15 Licensure of Fantasy Sports Operators. There are two
16 resolutions which we'll vote on separately after we hear from
17 Corporal Doug Fessenden. Corporal, you have the floor again.

18 CORPORAL FESSENDEN: Good morning again, Chairman and
19 Commissioners.

20 I am presenting two Fantasy Sports Operators for
21 licensing in the State of Missouri. The investigation
22 included a business credit profile, financial review, Missouri
23 tax clearance, as well as a review of litigation and
24 open-source data.

25 The following Fantasy Sports Operators are being

1 presented for your consideration.

2 Sleeper DFS LLC, doing business as Sleeper.

3 And the second is TokenTourney LLC.

4 The result of the investigations were provided to the
5 Missouri Gaming Commission Staff for their review, and I'd be
6 glad to answer any questions you might have. Thank you.

7 CHAIRMAN ZIMMERMAN: Any questions for the corporal on
8 either one? No? I first move to approve Fantasy Sports
9 Operator Sleeper DFS, Resolution 25-035. Is there a second?

10 COMMISSIONER CONWAY: Second.

11 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
12 would you call the roll?

13 MS. FRANKS: Chairman Zimmerman?

14 CHAIRMAN ZIMMERMAN: Approved.

15 MS. FRANKS: Commissioner Conway?

16 COMMISSIONER CONWAY: Approved.

17 MS. FRANKS: Commissioner Hane?

18 COMMISSIONER HANE: Approved.

19 MS. FRANKS: Commissioner Spaulding?

20 COMMISSIONER SPAULDING: Approved.

21 MS. FRANKS: By your vote, you've adopted Resolution
22 Number 25-035.

23 CHAIRMAN ZIMMERMAN: Thank you. Next I move to approve
24 Fantasy Sports Operator TokenTourney LLC, Resolution Number
25 25-036. Is there a second?

1 COMMISSIONER HANE: Second.

2 CHAIRMAN ZIMMERMAN: Any further discussion? Seeing

3 none, Angie, would you call the roll?

4 MS. FRANKS: Chairman Zimmerman?

5 CHAIRMAN ZIMMERMAN: Approved.

6 MS. FRANKS: Commissioner Conway?

7 COMMISSIONER CONWAY: Approved.

8 MS. FRANKS: Commissioner Hane?

9 COMMISSIONER HANE: Approved.

10 MS. FRANKS: Commissioner Spaulding?

11 COMMISSIONER SPAULDING: Approved.

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

13 Number 25-036.

14 CHAIRMAN ZIMMERMAN: Thank you. We're now to the

15 portion of our agenda designated for public comments per

16 11 CSR 45-2.010, RSMo. Angie, I assume you've received no

17 written requests?

18 MS. FRANKS: That is correct.

19 CHAIRMAN ZIMMERMAN: All right, thank you. That

20 completes all of the items on today's agenda, so I'll make a

21 motion to adjourn the March 26, 2025 meeting. Is there a

22 second? You all want to stay?

23 COMMISSIONER CONWAY: Second.

24 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,

25 would you call the roll?

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

MS. FRANKS: Chair man Zimmerman?

CHAIRMAN ZIMMERMAN: Approved.

MS. FRANKS: Commi ssi oner Conway?

COMMI SSI ONER CONWAY: Approved.

MS. FRANKS: Commi ssi oner Hane?

COMMI SSI ONER HANE: Approved.

MS. FRANKS: Commi ssi oner Spaul di ng?

COMMI SSI ONER SPAULDI NG: Approved.

MS. FRANKS: We are adj ourned.

CHAIRMAN ZIMMERMAN: We are adj ourned. Thank you al l
so much.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

REPORTER' S CERTI F I C A T E

I, Susanne E. Moon, Registered Professional Reporter, Certified Real-time Reporter, and Certified Court Reporter, certify that on March 26, 2025, I was present and reported the proceedings held before the Missouri Gaming Commission, and I further certify that the foregoing pages contain a true and accurate transcription of the proceedings.

Susanne Moon

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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- 1 -

10,000 [1] 19:19
15,000 [1] 22:10
17-year-old [1] 19:8
18th [1] 6:19

- 2 -

2000 [2] 3:5; 4:2
2018 [1] 16:10
2024 [13] 16:13, 14, 16, 18, 23; 19:7, 12, 13; 22:5; 28:7
2025 [19] 1:13; 2:7; 6:15; 12:17, 23; 26:21, 22, 23; 27:1, 3; 28:6, 9, 12, 14, 16, 20; 31:20; 33:6
25-027 [3] 7:11; 8:13; 9:2
25-028 [3] 9:5; 11:16; 12:5
25-029 [3] 12:8; 13:9, 23
25-030 [2] 14:1, 15
25-031 [2] 14:17; 15:5
25-032 [2] 15:8, 21
25-033 [3] 25:10; 27:8, 21
25-034 [3] 27:23; 28:23; 29:12
25-035 [2] 30:8, 21
25-036 [2] 30:24; 31:12
25th [3] 6:17, 18, 19
26th [1] 6:19

- 3 -

30-day [1] 16:21
3417 [1] 1:4

- 4 -

4.01 [1] 20:19
45-1.090 [1] 25:14
45-2.010 [1] 31:15
45-4.390 [1] 16:8
45-5.080 [1] 25:15
45-5.183 [1] 22:4
45-9.102 [1] 25:16

- 5 -

5,000 [1] 16:24
5.190 [1] 25:15
5.192 [1] 25:15
5.193 [1] 25:15

1 5.194 [1] 25:15
2 5.200 [1] 25:15
3 5.210 [1] 25:15
4 5.220 [1] 25:15
5 5.225 [1] 25:16
6 5.230 [1] 25:16
7 5.235 [1] 25:16
8 5.270 [1] 25:16
9 5.300 [1] 25:16

- 6 -

7 65109 [1] 1:5

- 9 -

9 9.105 [1] 25:17
10 9.108 [1] 25:17
11 9.109 [1] 25:17
12 9.118 [1] 25:17
13 9.121 [1] 25:17

- A -

13 A.M. [1] 1:14
14 access [2] 19:15; 20:20
15 accessed [1] 19:16
16 Accordingly [1] 28:10
17 accordingly [1] 26:15
18 account [2] 23:11; 26:3
19 accurate [1] 33:9
20 Action [4] 15:23; 16:3; 18:21; 21:22
21 action [4] 13:2; 16:25; 28:13, 18
22 actual [1] 17:10
23 addition [1] 5:25
24 additional [1] 19:23
25 Additionally [2] 12:18; 26:13
additionally [1] 23:3
address [2] 19:21; 24:4
addressing [1] 20:8
adjourn [1] 31:20
adjourned [2] 32:8, 9
adopt [1] 5:5
adopted [15] 5:18; 7:7; 9:1; 12:4; 13:22; 14:14; 15:4, 20; 18:19; 21:20; 25:7; 27:20; 29:11; 30:20; 31:11
Adoption [1] 5:4
Agenda [1] 5:5
agenda [4] 5:5, 18; 31:14, 19
Agostini [4] 9:18, 19, 22; 10:24

1 **Alberto** [2] 9:16; 10:25
2 **allow** [1] 5:25
3 **allowed** [1] 20:21
4 **ALONZO** [1] 3:23
5 **Alonzo** [2] 2:20; 3:2
6 **Although** [1] 6:8
7 **amendments** [7] 25:14, 18, 22, 24; 26:20, 24; 27:2
8 **America** [3] 12:7, 14; 13:9
9 **Ameristar** [1] 8:2
10 **amiss** [2] 17:19; 18:1
11 **amongst** [1] 4:8
12 **amount** [2] 17:4, 24
13 **Analysts** [2] 7:14; 12:25
14 **Angie** [18] 2:8; 5:9; 6:22; 8:16; 11:19; 13:12; 14:4, 20; 15:11; 18:9; 21:10; 24:22; 27:10; 29:1; 30:10;
15 31:2, 15, 23
16 **annual** [1] 4:14
17 **answer** [9] 3:16; 8:9; 11:8; 13:5; 17:2; 20:1; 22:16; 28:21; 30:5
18 **answered** [1] 6:4
19 **Antonio** [1] 9:16
20 **anyone** [1] 3:7
21 **APPLAUSE** [4] 3:3, 22; 4:1, 22
22 **Applicants** [1] 7:10
23 **applicants** [4] 7:16, 19, 21; 9:12
24 **application** [8] 9:10; 12:15; 16:9, 14, 17, 19, 20; 18:3
25 **applications** [4] 12:18; 28:7, 10, 19
appreciate [2] 6:5, 13
appropriate [1] 26:9
appropriately [2] 26:11, 14
approval [1] 26:25
approve [14] 5:22; 8:13; 11:16; 13:8; 14:1, 16; 15:7; 18:7; 21:8; 24:20; 27:7; 28:23; 30:7, 22
Approved [64] 5:11, 13, 15, 17; 6:25; 7:2, 6; 8:19, 21, 23, 25; 11:22, 24; 12:1, 3; 13:15, 17, 19, 21; 14:7, 9,
11, 13, 22, 24; 15:1, 3, 13, 15, 17, 19; 18:12, 14, 16, 18; 21:13, 15, 17, 19; 24:25; 25:2, 4, 6; 27:13, 15, 17,
19; 29:4, 6, 8, 10; 30:13, 15, 17, 19; 31:4, 6, 8, 10; 32:1, 3, 5, 7
approved [4] 6:15; 26:20; 27:2; 28:11
April [1] 28:20
arises [3] 16:6; 19:3; 22:2
Aristocrat [1] 9:24
around [3] 3:14; 4:6; 5:2
asking [1] 24:11
Assistant [2] 3:5; 8:3
associated [2] 13:3; 26:7
assume [1] 31:15
attention [1] 23:15
audit [1] 23:17
audits [3] 19:22; 23:18, 21
August [6] 16:13, 16, 18; 19:7, 12, 13
available [1] 8:9
aware [3] 17:25; 20:24; 23:20

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- B -

back-and-forth [1] 17:22
background [2] 7:15; 9:9
backgrounds [1] 28:8
Bally's [5] 7:25; 10:4; 18:21; 19:2, 21
Baptiste [1] 9:25
barbecue [2] 4:14, 15
become [1] 27:2
BEFORE [1] 1:3
Before [1] 5:22
before [4] 16:14; 19:17; 24:7; 33:7
began [2] 19:3; 22:3
being [6] 7:21; 9:14; 22:23; 25:21, 23; 29:24
Belgravia [2] 12:19; 14:1
belong [1] 26:11
belonging [1] 26:14
BERHORST [3] 24:5, 14, 18
Berhorst [2] 24:4, 5
Bertil [1] 10:7
best [1] 3:13
Between [1] 19:13
between [1] 19:11
biggest [1] 4:10
bleeds [1] 4:12
Board [5] 10:18; 16:24; 19:19; 20:9; 22:10
BOND [5] 2:22; 3:4; 4:2, 23
Bond [1] 2:21
Boroli [3] 9:16, 18, 19
Both [1] 2:24
both [1] 4:11
Brazito [1] 4:13
Brepols [1] 10:1
Brinegar [1] 19:7
Burke [1] 9:20
Business [4] 12:8, 18, 21; 13:25
business [9] 5:20; 8:5; 12:22; 15:23; 18:20; 21:21; 25:9; 29:21; 30:1

- C -

Caesars [1] 10:11
Cage [1] 19:25
call [22] 2:7, 8; 4:9; 5:9; 6:3, 11, 13, 23; 8:17; 11:20; 13:13; 14:5, 20; 15:11; 18:10; 21:11; 24:23; 27:11; 29:2; 30:11; 31:2, 24
Cape [1] 8:5
Card [4] 21:23; 22:2, 9, 12
card [2] 23:21; 24:12

1 **Cardinal** [1] 4:12
Cardinals [1] 4:11
2 **cards** [6] 22:4, 7, 19; 23:8, 18; 24:7
Cartier [1] 9:25
3 **case** [1] 4:7
Casino [4] 8:2, 5; 19:2, 21
4 **casino** [7] 19:4, 15, 16; 20:17, 21, 22; 24:6
casinos [2] 20:25; 23:22
5 **caught** [4] 22:23; 23:1, 13; 24:16
celebrated [1] 2:25
6 **Century** [1] 8:5
Certain [3] 7:10; 9:4; 12:7
7 **certain** [4] 17:23; 20:25; 23:16; 24:9
CERTIFICATE [1] 33:2
8 **Certified** [2] 33:5
certify [2] 33:6, 8
9 **Cesari** [1] 9:22
CHAIRMAN [71] 2:2, 10, 17; 4:24; 5:8, 11, 19; 6:18, 22, 25; 7:9; 8:11, 16, 19; 9:3; 11:9, 14, 19, 22; 12:6;
10 13:7, 12, 15, 24; 14:4, 7, 16, 19, 22; 15:6, 10, 13, 22; 17:3, 15; 18:6, 9, 12, 20; 20:3, 12; 21:6, 10, 13, 21;
11 22:17; 23:16, 24; 24:19, 22, 25; 25:8; 27:5, 10, 13, 22; 28:22; 29:1, 4, 13; 30:6, 10, 13, 22; 31:1, 4, 13, 18,
23; 32:1, 9
Chairman [35] 1:18, 19; 2:9, 22; 5:10; 6:24; 7:12; 8:18; 9:7; 10:2, 13, 18, 22; 11:21; 12:12; 13:14; 14:6,
12 21; 15:12; 16:2; 18:11, 24; 21:12; 24:24; 25:11; 27:12, 25; 28:11, 14, 18; 29:3, 17; 30:12; 31:3, 25
chairman [1] 6:17
13 **changes** [7] 25:18, 19, 21, 23; 26:5, 6, 8
Chapter [4] 20:19; 25:25; 26:1
14 **chapter** [2] 26:2, 15
chapters [1] 26:7
15 **character** [2] 7:18; 9:11
Charles [1] 8:2
16 **Chase** [1] 7:23
Cheryl [9] 2:20; 3:2, 4, 7, 13, 16, 19; 4:3, 24
17 **Chief** [1] 10:5
Christine [1] 9:25
18 **Christmas** [1] 4:16
Christopher [2] 16:7, 9
19 **citizens** [1] 5:1
CITY [1] 1:5
20 **City** [3] 18:22; 19:2, 21
civil [2] 7:18; 9:11
21 **clarifying** [1] 26:18
Class [2] 22:8; 26:13
22 **clearance** [1] 29:22
close [1] 23:15
23 **Club** [1] 4:14
co-workers [2] 3:14; 4:10
24 **comment** [2] 5:23; 26:21
comments [3] 6:7; 26:23; 31:14
25

1 **COMMISSION** [1] 1:3
Commission [23] 1:18, 19; 2:4, 8; 3:1, 20; 4:21; 7:8, 14; 8:8; 11:7; 12:15, 25; 13:5; 16:21, 23; 26:5, 21;
2 28:9, 13, 17; 30:4; 33:7
Commission's [1] 19:5
3 **COMMISSIONER** [77] 2:12, 14, 16; 5:7, 13, 15, 17; 6:16, 21; 7:2, 4, 6; 8:15, 21, 23, 25; 11:11, 18, 24; 12:1,
4 3; 13:11, 17, 19, 21; 14:3, 9, 11, 13, 18, 24; 15:1, 3, 9, 15, 17, 19; 17:18; 18:4, 8, 14, 16, 18; 20:16, 24;
5 21:5, 9, 15, 17, 19; 24:1, 10, 17, 21; 25:2, 4, 6; 27:9, 15, 17, 19; 28:25; 29:6, 8, 10; 30:9, 15, 17, 19, 25;
6 31:6, 8, 10, 22; 32:3, 5, 7
Commissioner [54] 1:20, 21; 2:11, 13, 15; 5:12, 14, 16; 7:1, 3, 5; 8:20, 22, 24; 11:23, 25; 12:2; 13:16, 18,
7 20; 14:8, 10, 12, 23, 25; 15:2, 14, 16, 18; 17:16; 18:13, 15, 17; 21:14, 16, 18; 25:1, 3, 5; 27:14, 16, 18;
8 29:5, 7, 9; 30:14, 16, 18; 31:5, 7, 9; 32:2, 6
Commissioners [9] 2:23; 7:13; 9:8; 12:13; 16:2; 18:25; 25:12; 28:1; 29:18
9 **commitment** [1] 3:8
communicating [1] 17:24
10 **communication** [1] 17:25
communications [2] 17:11, 21
11 **companies** [1] 13:3
Company [4] 21:23; 22:2, 9, 12
12 **company** [3] 16:7; 23:8, 14
company's [1] 24:14
13 **complete** [3] 18:3; 28:8, 19
completed [1] 16:18
14 **completes** [1] 31:19
Compliance [1] 3:6
15 **compliance** [3] 16:15; 17:7, 11
comply [1] 20:23
16 **comprehensive** [1] 7:15
conducted [4] 7:14; 9:9; 12:25; 19:10
17 **confirms** [1] 4:12
Congratulations [2] 4:21, 24
18 **Consideration** [11] 5:20; 7:9; 9:3; 12:6; 13:24; 15:23; 18:21; 21:22; 25:9; 27:22; 29:13
consideration [4] 7:22; 9:15; 25:14; 29:25
19 **consisted** [1] 13:1
consistency [2] 26:8, 16
20 **consolidation** [1] 26:16
construction [1] 4:18
21 **contact** [2] 17:19; 20:14
contacted [2] 16:15; 17:20
22 **contain** [1] 33:8
continue [1] 22:13
23 **Control** [2] 19:5; 26:1
control [1] 24:16
24 **CONWAY** [30] 1:20; 2:12; 5:7, 13; 7:2; 8:21; 11:18, 24; 13:17; 14:9, 24; 15:9, 15; 18:14; 20:16, 24; 21:5,
25 9, 15; 24:1, 10, 17; 25:2; 27:15; 29:6; 30:9, 15; 31:6, 22; 32:3
Conway [17] 2:11; 5:12; 7:1; 8:20; 11:23; 13:16; 14:8, 23; 15:14; 18:13; 21:14; 25:1; 27:14; 29:5;
30:14; 31:5; 32:2
coordinates [1] 4:14
CORPORAL [3] 9:7; 11:12; 29:17

1 **Corporal** [5] 9:5; 11:10; 19:7; 29:16
corporal [1] 30:6
2 **Corporation** [3] 7:25; 10:4; 18:21
correct [1] 31:17
3 **Counsel** [4] 15:25; 16:11; 18:22; 27:24
country [1] 23:8
4 **Courtney** [1] 10:11
crafting [1] 3:8
5 **credit** [1] 29:21
Creek [1] 4:13
6 **criminal** [2] 7:18; 9:11
Croker [1] 9:23
7 **CSRs** [1] 26:7
cubicle [1] 4:18
8 **current** [2] 12:16, 21
currently [1] 9:13
9

- D -

10
11 **data** [1] 29:23
date [2] 17:8, 10
12 **DAVID** [1] 1:19
David [1] 8:4
days [1] 4:3
13 **DC-25-023** [3] 15:24; 18:7, 19
DC-25-024 [3] 18:22; 21:8, 20
14 **DC-25-025** [3] 21:23; 24:20; 25:7
deadlines [1] 18:1
15 **dealer** [1] 23:2
dealing [1] 23:10
16 **Debra** [1] 7:23
December [1] 26:21
17 **decks** [1] 23:22
decorating [1] 4:17
18 **dedicated** [1] 3:19
dedication [1] 4:20
19 **defect** [2] 22:24; 24:12
defects [9] 22:3, 7, 15, 20; 23:4, 6, 10, 13, 23
20 **Department** [1] 19:9
departments [1] 19:24
21 **DEPUTY** [5] 2:22; 3:4, 24; 4:2, 23
Deputy [2] 2:20; 18:22
22 **designated** [1] 31:14
Desiree [1] 9:20
23 **Desk** [1] 4:5
detailing [1] 25:21
24 **determined** [2] 20:9; 26:11
Devices [1] 25:25
25

1 **devices** [1] 26:3
2 **die-hard** [1] 3:8
3 **difference** [1] 20:10
4 **different** [2] 19:15; 26:15
5 **directed** [3] 16:4; 19:2; 22:1
6 **DIRECTOR** [5] 2:22; 3:4, 24; 4:2, 23
7 **Director** [23] 2:4, 21; 3:5; 6:9; 7:24; 9:16, 18, 19, 22, 23; 10:1, 2, 3, 4, 7, 9, 11, 17, 20, 23, 24, 25; 11:4
8 **Disciplinary** [8] 15:23; 16:3, 24; 18:21; 19:19; 20:9; 21:22; 22:10
9 **disciplinary** [1] 13:2
10 **Discipline** [2] 19:1; 22:1
11 **discipline** [5] 16:6; 19:3, 20; 22:2, 12
12 **discovered** [4] 19:4, 18; 22:4; 23:5
13 **discretionary** [1] 20:17
14 **discussed** [2] 20:4; 25:20
15 **discussion** [17] 5:8; 6:22; 8:16; 11:19; 13:12; 14:4, 19; 15:10; 17:6; 18:9; 21:10; 24:22; 27:10; 29:1;
16 30:10; 31:1, 23
17 **dispute** [2] 16:25; 17:4
18 **documentation** [2] 16:21; 18:2
19 **documented** [1] 22:6
20 **documents** [1] 20:8
21 **Doug** [2] 9:5; 29:16
22 **Drago** [2] 10:2, 3
23 **DRIVE** [1] 1:4
24 **duplicative** [1] 26:19
25 **During** [2] 17:6; 19:15
during [1] 24:16

- E -

16 **each** [2] 25:19, 22
17 **earlier** [1] 20:11
18 **effective** [1] 27:3
19 **either** [1] 30:7
20 **Electronic** [1] 25:25
21 **electronic** [1] 26:2
22 **else** [1] 24:12
23 **employed** [1] 2:25
24 **Employees** [1] 19:25
25 **employees** [2] 19:17; 20:14
encountered [1] 19:17
encountering [1] 19:8
ended [1] 26:22
enough [2] 20:9; 23:1
Enrico [1] 9:19
enter [1] 21:1
Entertainment [3] 10:6, 12, 20
Entities [1] 12:8
entities [1] 12:22

1 **Entity** [3] 12:18, 21; 13:25
2 **equipment** [1] 26:3
3 **EUROPE** [1] 10:8
4 **Europe** [2] 12:20; 15:7
5 **EVANS** [5] 16:2; 17:6, 21; 18:5; 27:25
6 **Evans** [5] 15:25; 17:3; 18:6; 27:24; 28:22
7 **Even** [1] 11:14
8 **even** [3] 3:16, 18; 4:12
9 **events** [1] 4:16
10 **ever** [1] 3:14
11 **every** [2] 6:4; 23:21
12 **everyone** [2] 2:3, 5
13 **everything** [2] 3:10, 11
14 **example** [1] 26:10
15 **excellence** [1] 3:11
16 **except** [1] 23:10
17 **Executive** [1] 10:18
18 **expect** [1] 28:19
19 **expert** [2] 4:17; 24:3
20 **expire** [4] 12:17, 22; 16:12; 28:6
21 **explanation** [2] 17:4, 23
22 **extended** [1] 19:24
23 **Extension** [2] 27:23; 28:2
24 **extension** [3] 16:21; 28:11, 15
25 **extent** [1] 23:3

- F -

15 **fact** [2] 20:24; 23:12
16 **failure** [1] 16:6
17 **fake** [1] 20:5
18 **family** [1] 2:6
19 **Fantasy** [5] 29:14, 19, 24; 30:7, 23
20 **father** [1] 2:5
21 **February** [6] 5:21, 24; 6:14; 7:8; 26:22, 23
22 **feedback** [1] 26:4
23 **Felicia** [1] 10:5
24 **Ferdinando** [1] 10:25
25 **FESSENDEN** [3] 9:7; 11:12; 29:17
Fessenden [3] 9:5; 11:10; 29:16
figure [1] 17:18
Final [4] 25:9, 13; 27:1, 2
Finally [1] 15:6
Financial [3] 7:14; 10:5; 12:25
financial [3] 7:18; 13:1; 29:21
findings [3] 8:7; 11:6; 13:4
fine [5] 16:24; 17:1, 4; 19:20; 22:11
finish [2] 6:8, 12

1 fireworks [1] 4:15
First [1] 3:2
2 first [4] 5:4; 17:19; 28:23; 30:7
fish [1] 4:16
3 five [3] 4:2; 22:5, 22
floor [11] 7:11; 12:11; 18:23; 19:4, 9, 15, 16; 20:21; 21:24; 22:21; 29:16
4 focused [1] 3:13
follow-up [1] 17:21
5 following [4] 7:21; 9:14; 24:8; 29:24
force [1] 22:13
6 foregoing [1] 33:8
forward [1] 3:20
7 four [5] 17:20; 25:13; 28:11, 15, 19
FRANKS [86] 2:9, 11, 13, 15; 5:10, 12, 14, 16, 18; 6:17, 24; 7:1, 3, 5, 7; 8:18, 20, 22, 24; 9:1; 11:21, 23, 25;
8 12:2, 4; 13:14, 16, 18, 20, 22; 14:6, 8, 10, 12, 14, 21, 23, 25; 15:2, 4, 12, 14, 16, 18, 20; 18:11, 13, 15, 17, 19;
9 21:12, 14, 16, 18, 20; 24:24; 25:1, 3, 5, 7; 27:12, 14, 16, 18, 20; 29:3, 5, 7, 9, 11; 30:12, 14, 16, 18, 20; 31:3,
5, 7, 9, 11, 17, 25; 32:2, 4, 6, 8
frequented [1] 7:20
10 fries [1] 4:16
further [15] 8:16; 11:19; 13:12; 14:4, 19; 15:10; 18:9; 21:10; 24:22; 27:10; 29:1; 30:10; 31:1, 23; 33:8
11

- G -

12 gaining [1] 19:14
13 Game [4] 10:19; 11:2; 15:24; 16:4
game [1] 22:25
14 Games [2] 19:25; 24:5
games [2] 22:7; 24:3
15 GAMING [1] 1:3
Gaming [15] 2:3, 7; 3:1, 20; 4:20; 7:14, 23; 8:8; 9:20; 11:7; 12:15, 25; 25:25; 30:4; 33:7
16 gaming [7] 6:5, 10; 19:4, 9; 22:6, 21; 26:2
gaps [1] 19:21
17 General [6] 8:1, 3; 15:24; 16:10; 18:22; 27:24
general [2] 7:18; 9:11
18 Generally [1] 26:17
generated [1] 22:6
19 Geoffrey [1] 9:25
getting [1] 23:15
20 Ghislain [1] 9:25
Gianmario [1] 11:2
21 Girardeau [2] 8:4, 5
given [1] 4:8
22 glad [2] 11:7; 30:5
goes [1] 23:21
23 gone [1] 23:5
Good [10] 2:2, 22; 7:12; 9:7; 12:12; 15:25; 16:2; 18:24; 27:25; 29:17
24 Governor's [1] 26:25
granted [1] 16:21
25

1 **grateful** [1] 4:20
2 **Great** [1] 11:11
3 **great** [2] 4:7, 15
4 **Group** [1] 10:1
5 **guess** [3] 20:16; 24:1, 10

- H -

6 **Hall** [1] 4:11
7 **Hammond** [3] 2:20; 3:25; 4:3
8 **hand** [1] 23:15
9 **HANE** [28] 1:19; 2:14; 5:15; 6:16, 21; 7:4; 8:23; 11:11; 12:1; 13:11, 19; 14:3, 11; 15:1, 17; 17:18; 18:4,
10 8, 16; 21:17; 25:4; 27:9, 17; 29:8; 30:17, 25; 31:8; 32:5
11 **Hane** [18] 2:13; 5:14; 7:3; 8:22; 11:25; 13:18; 14:10, 25; 15:16; 17:16; 18:15; 21:16; 25:3; 27:16; 29:7;
12 30:16; 31:7; 32:4
13 **happening** [1] 17:14
14 **happy** [6] 13:5; 17:2; 20:1; 22:16; 27:4; 28:21
15 **hard** [1] 6:10
16 **Harris** [1] 10:4
17 **hear** [1] 29:15
18 **HEARING** [1] 1:12
19 **hearing** [1] 26:22
20 **heart** [1] 4:11
21 **Heather** [2] 24:4, 5
22 **height** [1] 4:11
23 **held** [2] 26:22; 33:7
24 **Help** [1] 4:5
25 **help** [3] 4:15; 11:12, 14
Hendrix [1] 10:5
Higashio [1] 28:4
Highway [3] 7:13; 9:8; 12:24
holders [1] 28:5
Holding [5] 9:16; 10:2, 3, 17; 11:1
Holdings [2] 12:19; 14:17
Honey [1] 4:13
honored [1] 2:23
however [1] 25:20
humor [1] 4:7
hundreds [2] 6:7; 23:18
Huxley [7] 10:10, 23; 12:7, 14, 20; 13:9; 15:7

- I -

identification [4] 19:23; 20:17; 21:1, 3
identified [2] 20:11; 26:14
improve [1] 22:14
inadvertently [1] 17:8
include [2] 19:22; 26:17

1 **included** [4] 7:17; 9:10; 26:10; 29:21
2 **including** [1] 19:25
3 **incorporate** [2] 26:4, 8
4 **Incorporated** [10] 7:24; 9:21; 10:6, 12, 14, 16, 21; 11:5; 12:14; 16:4
5 **incredible** [3] 3:1; 4:19, 25
6 **indicate** [2] 22:17; 24:15
7 **indication** [1] 24:11
8 **individual** [1] 20:5
9 **individually** [2] 25:20, 22
10 **individuals** [1] 2:25
11 **industry** [2] 6:6; 26:4
12 **infrastructure** [1] 4:4
13 **initial** [1] 17:25
14 **initiated** [1] 19:7
15 **input** [1] 6:5
16 **inquiries** [3] 7:18; 9:12; 13:2
17 **inquiry** [1] 19:10
18 **inspect** [1] 24:7
19 **inspecting** [1] 23:22
20 **inspection** [3] 24:2, 6, 8
21 **instances** [1] 19:16
22 **integral** [1] 4:5
23 **Internal** [2] 19:5; 25:25
24 **internal** [2] 18:1; 20:22
25 **internally** [1] 17:8
International [4] 10:19; 11:2; 15:24; 16:4
Invest [2] 12:19; 14:1
invest [1] 22:13
investigation [6] 9:9; 19:3, 8; 22:3; 23:2; 29:20
investigations [5] 7:15, 17; 9:10; 13:1; 30:3
Investigative [2] 11:6; 13:4
investigative [1] 8:7
Investigators [3] 7:13; 9:8; 12:24
investigators [1] 8:9
IOC-Cape [1] 8:4
isn't [1] 2:4
issue [1] 20:13
issued [1] 26:5
item [6] 5:4, 20; 15:23; 18:20; 21:21; 25:9
items [1] 31:19

- J -

22 **James** [1] 10:13
23 **Jane** [1] 10:20
24 **January** [3] 28:6, 9, 14
25 **Jason** [9] 2:20; 3:25; 4:3, 4, 12, 13, 19, 24; 7:11
Jason's [1] 4:10

1 **JEFFERSON** [1] 1:5
2 **John** [10] 4:11; 9:23; 10:9, 15, 23; 12:7, 14, 20; 13:9; 15:7
3 **joined** [2] 3:4; 4:3
4 **Joshua** [1] 8:4
5 **July** [8] 4:14; 16:10, 16; 19:12, 13; 27:3
6 **June** [2] 16:14; 22:5
7 **jurisdictional** [1] 13:2
8 **jurisdictions** [2] 7:19; 9:12
9 **juvenile** [4] 19:9, 11, 14, 16

- K -

7 **Kagemasa** [1] 28:4
8 **Kagetsugi** [1] 28:4
9 **Kansas** [3] 18:22; 19:2, 21
10 **keep** [2] 2:5; 17:10
11 **KEVIN** [1] 1:21
12 **Kevin** [2] 2:21; 5:1
13 **Kimihiko** [1] 28:4
14 **kind** [1] 17:9
15 **Klotz** [1] 8:2
16 **KNIPP** [1] 1:4
17 **knowledge** [1] 3:6
18 **knows** [1] 3:7
19 **Knutsson** [1] 10:7
20 **Kozuki** [3] 28:4, 5

- L -

15 **Lance** [1] 12:10
16 **language** [1] 26:19
17 **LAUGHLIN** [1] 12:12
18 **Laughlin** [2] 12:10; 13:8
19 **LeAnn** [1] 3:16
20 **Leara** [2] 2:4; 6:9
21 **Leisure** [3] 7:23; 9:20, 24
22 **let's** [1] 2:18
23 **Level** [2] 7:10, 15
24 **License** [1] 27:23
25 **license** [8] 9:10; 12:16; 16:7, 10, 12, 22
licensee [2] 26:12, 13
Licensees [1] 9:4
licensees [1] 22:8
licenses [6] 12:21; 28:5, 12, 15, 20
licensing [1] 29:20
Licensure [3] 7:10; 28:3; 29:14
lieu [1] 25:21
Light [2] 10:13; 11:5

1 **liked** [1] 4:6
2 **likely** [1] 3:15
3 **limit** [1] 22:14
4 **Limited** [4] 9:24; 12:20; 15:7
5 **limited** [1] 7:17
6 **Lions** [1] 4:13
7 **litigation** [2] 13:3; 29:22
8 **lived** [1] 7:20
9 **long-tenured** [1] 2:24
10 **Lorenzo** [1] 10:17
11 **Louis** [1] 4:10

- M -

12 **Madam** [1] 6:17
13 **making** [6] 2:21; 9:5; 12:10; 15:25; 22:20; 27:24
14 **Manager** [4] 8:1, 3, 6; 24:5
15 **manager** [3] 16:15; 17:7, 12
16 **Managing** [1] 9:23
17 **mandate** [1] 21:1
18 **manufacturer** [1] 24:12
19 **manufacturing** [5] 22:7, 24; 23:4, 6, 10
20 **March** [12] 1:13; 2:3, 7; 3:5; 4:2; 12:17, 23; 27:1; 28:12, 14; 31:20; 33:6
21 **Marchienne** [1] 10:1
22 **Marco** [3] 9:16; 10:2, 18
23 **Maria** [1] 10:25
24 **Marie** [1] 7:23
25 **Mario** [1] 9:22
Mark [1] 7:25
marked [1] 6:19
Martin [1] 7:23
materials [1] 25:19
Mather [1] 10:11
matter [3] 16:8, 25; 19:20
matters [1] 22:11
Matthew [2] 8:2; 11:4
maybe [2] 5:1, 2
McCarthy [1] 3:16
McTHEENEY [1] 7:12
McTheeney [2] 7:11; 8:12
meeting [10] 2:3, 8; 5:23, 24; 25:19; 26:21; 28:9, 13, 20; 31:20
meetings [4] 5:21, 25; 6:15; 7:8
Member [1] 2:19
members [1] 2:24
Michael [1] 10:7
MICS [9] 19:6; 20:19; 26:1, 6, 7, 10, 13, 15
Minimum [2] 19:5; 25:25
minor [1] 19:4

1 **Minutes** [1] 5:20
2 **minutes** [3] 5:22; 6:14; 7:7
3 **miss** [1] 6:9
4 **missing** [2] 16:17; 17:22
5 **MISSOURI** [2] 1:3, 5
6 **Missouri** [20] 2:3, 7; 3:1, 20; 4:20; 5:1; 7:13, 14; 8:8; 9:8; 11:6; 12:15, 24; 13:4; 23:7; 29:20, 21; 30:4;
7 33:7
8 **modifying** [1] 26:18
9 **Moon** [2] 33:4, 12
10 **morning** [12] 2:2, 19, 22; 5:4; 7:12; 9:7; 12:12; 16:1, 2; 18:24; 27:25; 29:17
11 **motion** [2] 5:22; 31:20
12 **move** [16] 5:5; 6:14; 8:13; 11:16; 13:8, 25; 14:16; 15:6; 18:7; 21:7; 24:20; 26:8; 27:7; 28:23; 30:7, 22
13 **moved** [1] 26:15
14 **moves** [1] 4:17
15 **much** [2] 24:17; 32:10
16 **multiple** [1] 22:3

- N -

17 **name** [1] 4:8
18 **names** [3] 11:9, 11, 15
19 **necessarily** [1] 20:25
20 **necessary** [2] 16:20; 18:2
21 **Nenne** [1] 10:22
22 **network** [2] 4:4, 5
23 **never** [3] 4:9; 6:8, 12
24 **Nice** [1] 11:9
25 **Nikki** [2] 15:25; 27:24
none [7] 5:8; 8:12; 13:8; 14:20; 15:11; 21:7; 31:2
Normally [1] 25:19
noticeable [1] 23:1
noticed [1] 22:24
notified [1] 19:18
November [1] 28:7

- O -

26 **obviously** [1] 20:13
27 **occasions** [2] 19:15; 22:23
28 **Odell** [1] 10:13
29 **office** [3] 4:6, 17; 26:25
30 **Officer** [1] 10:5
31 **officers** [1] 19:17
32 **only** [2] 23:4, 6
33 **open-source** [1] 29:23
34 **Operator** [2] 30:8, 23
35 **Operators** [3] 29:14, 19, 24
opportunity [2] 6:1, 9

1 **opposed** [1] 26:13
2 **Order** [3] 16:3; 19:1; 22:1
3 **order** [1] 2:8
4 **Orders** [4] 25:10, 13; 27:1, 2
5 **ours** [1] 20:23
6 **outdated** [1] 26:19
7 **outlined** [1] 22:12
8 **outlining** [1] 25:18
9 **outside** [1] 19:24
10 **outstanding** [1] 6:3

- P -

11 **Paolo** [2] 9:18; 10:24
12 **particular** [4] 20:18; 22:24; 23:9, 12
13 **partners** [2] 6:5, 9
14 **passing** [1] 2:5
15 **passion** [1] 3:11
16 **Patrol** [3] 7:13; 9:8; 12:24
17 **paying** [1] 23:15
18 **Payne** [1] 10:15
19 **Pee-wee** [1] 4:8
20 **Pellicoli** [1] 10:17
21 **PENN** [2] 10:6, 20
22 **people** [1] 3:14
23 **percent** [1] 23:20
24 **percentage** [3] 23:17, 21; 24:9
25 **perfect** [1] 3:8
26 **period** [2] 23:14; 26:21
27 **periodically** [1] 23:19
28 **permitted** [1] 20:20
29 **Person** [9] 9:4, 9; 16:7, 9, 17, 22; 28:5, 12, 15
30 **person** [1] 20:10
31 **Persons** [1] 28:19
32 **persons** [3] 13:3; 20:20; 28:7
33 **Phillip** [1] 10:9
34 **photo** [2] 21:1, 3
35 **Pietro** [1] 9:19
36 **place** [3] 5:24; 20:21; 23:19
37 **play** [5] 22:24, 25; 23:21; 24:7, 8
38 **player** [1] 22:25
39 **players** [1] 23:1
40 **Playing** [4] 21:23; 22:2, 9, 12
41 **playing** [2] 22:4, 7
42 **plenty** [1] 6:11
43 **point** [1] 17:9
44 **pointed** [1] 23:2
45 **portion** [1] 31:14

1 **possibly** [1] 23:5
2 **prayers** [1] 2:6
3 **Preliminary** [3] 16:3; 19:1; 22:1
4 **Present** [4] 2:10, 12, 14, 16
5 **present** [1] 33:6
6 **presentation** [5] 2:21; 9:6; 12:11; 15:25; 27:24
7 **presented** [3] 7:21; 9:14; 29:25
8 **presenting** [1] 29:19
9 **President** [6] 7:25; 8:3; 10:15, 22; 11:4; 16:10
10 **president** [1] 4:13
11 **prior** [1] 22:23
12 **probably** [1] 6:12
13 **proceed** [1] 26:25
14 **proceedings** [2] 33:7, 9
15 **process** [2] 17:6; 24:16
16 **processes** [3] 3:9; 22:14; 26:18
17 **producing** [1] 22:19
18 **products** [1] 26:4
19 **Professional** [1] 33:4
20 **profile** [1] 29:21
21 **project** [3] 16:15; 17:7, 11
22 **pronounce** [1] 11:15
23 **Properties** [3] 7:24; 9:21; 10:16
24 **proposed** [10] 6:1; 16:6; 19:2, 20; 22:2, 11; 25:21, 22; 26:20, 24
25 **provided** [6] 8:7; 11:6; 13:4; 25:18, 23; 30:3
public [4] 26:21, 22, 23; 31:14
Pursuant [1] 16:13

- Q -

16 **quality** [1] 24:16
17 **question** [2] 3:15; 17:17
18 **questions** [25] 6:4, 11; 8:9, 11; 11:8, 10; 13:6, 7; 17:2, 16; 18:6; 20:1, 3, 15; 21:6; 22:16; 23:25; 24:4, 19;
25:4, 6; 28:21, 22; 30:5, 6
19 **quipped** [1] 3:16
20 **quorum** [1] 2:17

- R -

21 **Randolph** [1] 10:15
22 **randomly** [1] 24:1
23 **Ratification** [2] 27:23; 28:2
24 **ratified** [1] 28:13
25 **ratify** [1] 28:17
Real-time [1] 33:5
reason [2] 4:7; 6:19
received [5] 12:19; 16:19; 26:23; 27:1; 31:15
Recognition [1] 2:19

1 **recognition** [1] 3:24
2 **recognize** [1] 2:23
3 **recognizing** [1] 23:17
4 **recommendation** [1] 23:12
5 **recommended** [3] 16:24; 19:19; 22:10
6 **record** [1] 5:23
7 **recorded** [1] 19:14
8 **regarding** [3] 3:6; 16:16; 26:23
9 **Registered** [1] 33:4
10 **regularly** [1] 5:25
11 **regulations** [2] 16:13; 26:9
12 **regulatory** [1] 19:8
13 **related** [2] 25:24; 26:3
14 **relative** [2] 20:6, 7
15 **relicensing** [1] 12:25
16 **Relicensure** [3] 9:4; 12:7; 13:25
17 **remorseful** [1] 17:12
18 **removal** [1] 24:8
19 **removing** [1] 26:19
20 **renew** [1] 16:7
21 **renewal** [9] 12:15, 20; 16:14, 17, 18, 20; 17:8, 10; 28:6
22 **renewals** [2] 9:10, 14
23 **renewed** [2] 16:22; 28:20
24 **reported** [1] 33:6
25 **Reporter** [3] 33:4, 5
REPORTER'S [1] 33:2
reports [1] 22:6
Request [1] 28:2
request [1] 28:17
requested [1] 28:10
requests [1] 31:16
require [1] 26:6
requirement [1] 26:12
requirements [1] 26:18
rescinded [1] 3:18
reside [1] 9:13
resident [1] 4:17
Resolution [25] 7:10; 8:13; 9:1, 4; 11:16; 12:4, 8; 13:9, 22; 14:1, 14, 17; 15:4, 7, 20; 25:10; 27:7, 20, 23;
28:23; 29:11; 30:8, 20, 23; 31:11
resolutions [1] 29:15
respect [1] 17:24
respected [1] 4:6
response [4] 16:25; 19:20; 22:11; 24:14
responsibility [2] 24:11, 15
result [2] 28:9; 30:3
revealed [1] 19:10
Review [4] 16:24; 19:19; 20:9; 22:10
review [10] 6:1; 8:8; 9:11; 11:7; 13:1, 2, 5; 29:21, 22; 30:4

1 **revisions** [4] 25:24; 26:1, 6, 17
2 **Richard** [2] 10:11; 11:4
3 **risks** [1] 19:22
4 **Roberto** [1] 10:3
5 **roll** [17] 2:8; 5:9; 6:23; 8:17; 11:20; 13:13; 14:5, 20; 15:11; 18:10; 21:11; 24:23; 27:11; 29:2; 30:11;
6 31:2, 24
7 **Ronald** [1] 10:13
8 **RSMo** [1] 31:15
9 **rule** [3] 3:8; 20:18; 25:19
10 **Rulemaking** [2] 25:10, 13
11 **rules** [5] 3:9, 17; 6:1; 20:22; 25:20
12 **Ruos** [1] 11:2

- S -

8 **S.p.A.** [9] 9:17, 18, 19, 22; 10:2, 3, 17, 24; 11:1
9 **Sala** [1] 10:18
10 **Scaccetti** [1] 10:20
11 **scan** [1] 20:17
12 **scanned** [1] 19:11
13 **scheduled** [4] 5:25; 12:16, 22; 28:6
14 **scope** [1] 23:9
15 **scrambling** [1] 17:9
16 **Second** [17] 5:7; 6:16, 21; 8:15; 11:18; 13:11; 14:3, 18; 15:9; 18:8; 21:9; 24:21; 27:9; 28:25; 30:9, 25;
17 31:22
18 **second** [20] 3:24; 5:6; 6:15, 20; 8:14; 11:17; 13:10; 14:2, 17; 15:8; 18:7; 21:8; 24:20; 27:8; 28:15, 24;
19 30:2, 8, 24; 31:21
20 **Secretary** [1] 10:9
21 **Security** [4] 8:5; 19:22, 24; 24:8
22 **security** [1] 19:17
23 **Seeing** [4] 5:8; 14:19; 15:10; 31:1
24 **seeing** [3] 8:12; 13:8; 21:7
25 **seem** [1] 17:12
seen [1] 27:5
sends [1] 23:8
Senior [1] 16:10
sense [1] 4:7
separate [1] 22:22
separately [2] 12:9; 29:15
September [2] 16:23; 22:5
SERGEANT [2] 7:12; 12:12
Sergeant [5] 7:11; 8:12; 12:10, 11; 13:8
serious [1] 20:13
serves [2] 3:5; 4:4
service [2] 3:19; 4:25
several [2] 22:6; 23:13
shall [1] 20:20
shines [1] 3:11

1 **shipped** [1] 22:8
2 **short** [1] 23:13
3 **show** [2] 4:15; 25:8
4 **sifting** [1] 6:6
5 **signed** [1] 28:15
6 **since** [1] 25:20
7 **single** [1] 6:4
8 **situation** [2] 17:13; 21:2
9 **Sjoberg** [1] 10:22
10 **Sleeper** [3] 30:1, 8
11 **software** [1] 19:23
12 **somebody** [1] 20:6
13 **Sophia** [1] 10:4
14 **SPAULDING** [22] 1:21; 2:16; 5:17; 7:6; 8:15, 25; 12:3; 13:21; 14:13, 18; 15:3, 19; 18:18; 21:19; 24:21;
15 25:6; 27:19; 28:25; 29:10; 30:19; 31:10; 32:7
16 **Spaulding** [17] 2:15; 5:16; 7:5; 8:24; 12:2; 13:20; 14:12; 15:2, 18; 18:17; 21:18; 25:5; 27:18; 29:9;
17 30:18; 31:9; 32:6
18 **Spears** [8] 16:8, 9, 12, 13, 18, 20, 22; 17:24
19 **Sports** [5] 29:14, 19, 24; 30:7, 23
20 **sports** [1] 6:1
21 **Staff** [17] 4:9; 6:1, 3, 6, 10, 12; 8:8; 11:7; 13:5; 16:15, 19; 24:1, 6; 26:4; 28:10, 17; 30:4
22 **staff** [1] 24:6
23 **Standards** [2] 19:6; 26:1
24 **standards** [4] 26:8, 10, 13, 17
25 **start** [1] 2:19
started [2] 2:18; 4:3
State [4] 7:13; 9:8; 23:7; 29:20
state [1] 20:25
States [4] 21:22; 22:1, 8, 12
states [1] 20:19
stay [1] 31:21
stayed [1] 6:3
steps [1] 19:21
Steven [1] 8:2
stick [1] 5:2
still [2] 17:22; 21:23
strengthen [1] 22:14
submitted [1] 12:14
such [1] 4:16
summary [1] 25:23
Supplier [1] 13:25
supplier [2] 12:16; 26:12
Suppliers [1] 12:7
supposed [2] 23:22; 24:7
Surveillance [2] 19:9, 22
surveillance [1] 19:14
Susanne [2] 33:4, 12
systems [1] 3:9

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- T -

Table [2] 19:25; 24:5
table [3] 22:7, 25; 24:3
Tacchini [1] 10:24
take [1] 27:4
taken [2] 19:21; 28:18
taking [3] 17:12, 23; 23:19
tardiness [3] 16:20; 17:5; 28:10
tasked [1] 3:18
TCSJOHNHUXLEY [1] 10:7
Team [1] 2:19
team [4] 2:24; 3:4; 4:3, 5
technician [1] 4:4
technological [1] 26:5
Technology [4] 10:19; 11:3; 15:24; 16:4
technology [1] 22:14
telephone [1] 5:24
tell [1] 4:8
terminology [1] 26:18
thought [2] 5:1; 6:12
thousands [4] 22:19; 23:18
three [2] 12:18, 22
time [7] 17:24; 20:2; 22:16; 23:14, 21; 25:21; 27:4
timely [1] 16:7
times [4] 17:20; 19:11; 20:12; 27:5
tirelessly [1] 3:10
Today [1] 2:23
today [3] 2:4; 25:9; 28:18
today's [2] 5:5; 31:19
Toffoletto [1] 10:25
TokenTourney [2] 30:2, 23
Tondato [1] 11:2
took [2] 5:23; 23:11
Tracy [1] 10:4
training [1] 19:24
TRANSCRIPT [1] 1:12
transcription [1] 33:9
Treasurer [2] 9:20; 10:9
Trevor [1] 9:23
Tristan [1] 10:22
truly [4] 3:6; 6:5, 13

- U -

Uh-huh [2] 18:5; 24:18
Under [5] 16:3; 19:1; 21:25; 25:13; 28:2

1 **under** [1] 20:20
2 **understanding** [1] 20:4
3 **understood** [1] 17:13
4 **undiscovered** [1] 23:6
5 **United** [4] 21:22; 22:1, 8, 12
6 **unmatched** [1] 3:9
7 **unnecessary** [1] 26:19
8 **until** [1] 6:4
9 **update** [1] 26:2
10 **updates** [1] 9:9
11 **updating** [2] 19:23; 26:17
12 **urgency** [1] 17:13
13 **used** [1] 19:11
14 **using** [2] 20:5
15 **usual** [1] 11:12

- V -

10 **variances** [1] 26:5
11 **various** [1] 22:8
12 **VENNEMAN** [9] 18:24; 20:7, 18; 21:2, 25; 22:22; 23:20; 24:3; 25:11
13 **Venneman** [8] 18:22; 20:3, 15; 21:7, 23; 23:25; 25:8; 27:6
14 **Veridocs** [2] 19:10, 23
15 **very** [2] 23:13; 24:17
16 **Vice** [4] 1:19; 7:25; 8:3; 16:10
17 **VICI** [1] 10:15
18 **Victoria** [2] 12:19; 14:17
19 **violation** [3] 16:8; 19:5; 22:4
20 **vote** [16] 5:18; 7:7; 9:1; 12:4; 13:22; 14:14; 15:4, 20; 18:19; 21:20; 25:7; 27:20; 29:11, 15; 30:20; 31:11
21 **voted** [1] 12:9

- W -

17 **wager** [1] 20:21
18 **wagering** [2] 6:2; 19:14
19 **wanted** [2] 23:14; 27:6
20 **wealth** [1] 3:6
21 **welcome** [1] 2:2
22 **well-respected** [1] 2:24
23 **William** [1] 10:15
24 **Wilson** [1] 11:4
25 **within** [2] 23:7, 13
Wolfe [1] 8:4
Wonder [2] 10:13; 11:5
Wong [1] 7:25
work [3] 3:9; 6:10; 22:13
worked [1] 7:20
working [1] 18:2

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

writer [1] 3:8
writing [1] 3:18
written [1] 31:16
wrong [1] 17:8

- Y -

years [7] 3:1, 19, 25; 4:19, 25; 20:10, 20
yesterday [1] 6:19
Yoko [1] 28:5

- Z -

ZIMMERMAN [72] 1:18; 2:2, 10, 17; 4:24; 5:8, 11, 19; 6:18, 22, 25; 7:9; 8:11, 16, 19; 9:3; 11:9, 14, 19, 22; 12:6; 13:7, 12, 15, 24; 14:4, 7, 16, 19, 22; 15:6, 10, 13, 22; 17:3, 15; 18:6, 9, 12, 20; 20:3, 12; 21:6, 10, 13, 21; 22:17; 23:16, 24; 24:19, 22, 25; 25:8; 27:5, 10, 13, 22; 28:22; 29:1, 4, 13; 30:6, 10, 13, 22; 31:1, 4, 13, 18, 23; 32:1, 9
Zimmerman [20] 2:9; 5:10; 6:24; 8:18; 11:21; 13:14; 14:6, 21; 15:12; 18:11; 21:12; 24:24; 25:11; 27:12; 28:11, 14; 29:3; 30:12; 31:3, 25