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

TRANSCRIPT OF HEARING

March 27, 2024

9:30 A.M.

JAN ZIMMERMAN, Commission Chairman
DAVID W. HANE, Commissioner
PAT CONWAY, Commissioner
KEVIN SPAULDING, Commissioner
PEGGY D. RICHARDSON, Executive Director

1 CHAIRMAN ZIMMERMAN: Okay, Lieutenant Fitzgerald, I
2 understand you have a presentation.

3 LIEUTENANT FITZGERALD: Thank you. Madam Chair,
4 Commissioners, Judge, in an effort to keep myself from droning
5 on, I did write down a couple of things. Those of you who
6 don't know me, I'm Lieutenant Jeff Fitzgerald. I'm one of the
7 assistant directors of the Highway Patrol Gaming Division,
8 specifically I'm the Western District Enforcement Lieutenant.
9 As you can see, Captain Tourney is out today, so you're stuck
10 with me.

11 Each year the Gaming Commission, as with all troop
12 zones and divisions of the highway patrol, they're tasked with
13 providing a nominee for the Officer of the Year for the
14 highway patrol, and as such, our division nominee becomes the
15 Gaming Division's Officer of the Year or, as we've coined it,
16 The Ace Award.

17 A couple of things to note is that this is a peer
18 award, so it's not decided on by the lieutenants and the
19 captain. Additionally, since we work so closely in
20 partnership with the Gaming Commission, we thought that it
21 would be appropriate to ask for a voting member to come from a
22 member of the Gaming Commission employees, so I'd like to give
23 a special thanks to Cheryl Alonzo for being first a member and
24 taking time to go over nominations and helping us to come up
25 with this year's winner.

1 CORPORAL WOHLER: Thank you.

2 [APPLAUSE]

3 CHAIRMAN ZIMMERMAN: Thank you, Lieutenant. And
4 congratulations.

5 The next item on our agenda is the Adoption of the
6 Agenda. I move that we adopt today's agenda. Is there a
7 second?

8 COMMISSIONER HANE: Second.

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

11 MS. FRANKS: Chairman Zimmerman?

12 CHAIRMAN ZIMMERMAN: Approved.

13 MS. FRANKS: Commissioner Conway?

14 COMMISSIONER CONWAY: Approved.

15 MS. FRANKS: Commissioner Hane?

16 COMMISSIONER HANE: Approved.

17 MS. FRANKS: Commissioner Spaulding?

18 COMMISSIONER SPAULDING: Approved.

19 MS. FRANKS: By your vote, you have adopted the agenda.

20 CHAIRMAN ZIMMERMAN: The next item of business is
21 Consideration of the Minutes from the February Meeting. I
22 move that the minutes of the February 21, 2024 meeting be
23 approved. Is there a second?

24 COMMISSIONER CONWAY: Second.

25 CHAIRMAN ZIMMERMAN: Any discussion? Seeing none,

1 Angie, would you call the roll?
2 MS. FRANKS: Chairman Zimmerman?
3 CHAIRMAN ZIMMERMAN: Approved.
4 MS. FRANKS: Commissioner Conway?
5 COMMISSIONER CONWAY: Approved.
6 MS. FRANKS: Commissioner Hane?
7 COMMISSIONER HANE: Approved.
8 MS. FRANKS: Commissioner Spaulding?
9 COMMISSIONER SPAULDING: Approved.
10 MS. FRANKS: By your vote, you've adopted the minutes
11 of the February 21, 2024 meeting.
12 CHAIRMAN ZIMMERMAN: Next we have Consideration of
13 Resolution 24-014, Licensure of Level I Key Applicants.
14 Sergeant Jason McTheeney will be making the presentation on
15 Mr. Marcus Glover, I believe, and Sergeant John Masters will
16 present on Mr. Richard Mark. Sergeant, you have the floor.
17 SERGEANT MCTHEENEY: Good morning, Chairman and
18 Commissioners.
19 Missouri State Highway Patrol Investigators and
20 Missouri Gaming Commission Financial Analysts conducted a
21 comprehensive background investigation on a Key applicant.
22 The investigation included, but was not limited to,
23 civil, criminal, financial, and general character inquiries
24 that were made in the jurisdiction where the applicant has
25 lived, worked, and frequented.

1 The following applicant is being presented for your
2 consideration:

3 Marcus Gerard Glover, Bally's Corporation, as the Chief
4 Financial Officer.

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

9 CHAIRMAN ZIMMERMAN: Any questions for Sergeant
10 McTheeney on Mr. Glover? Seeing none, Sergeant Masters?

11 SERGEANT MASTERS: Good morning, Chairman Zimmerman and
12 Commissioners.

13 Missouri State Highway Patrol Investigators and MGC
14 Financial Analysts conducted a comprehensive background
15 investigation on Richard Clayton Mark, who applied for a Level
16 I license as the Director of IT at Hollywood Casino St.
17 Charles.

18 This investigation included, but was not limited to,
19 civil, criminal, financial, and general character inquiries
20 which were made in the jurisdictions where Mr. Mark lived,
21 worked, and frequented.

22 Investigative findings were provided to the MGC Staff
23 for their review, and investigators are present to answer any
24 questions you might have. Thank you.

25 CHAIRMAN ZIMMERMAN: Any questions for Sergeant

1 Masters? All right, seeing none, thank you, Sergeant Masters.

2 I move to approve Resolution 24-014. Is there a
3 second?

4 COMMISSIONER SPAULDING: Second.

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

7 MS. FRANKS: Chairman Zimmerman?

8 CHAIRMAN ZIMMERMAN: Approved.

9 MS. FRANKS: Commissioner Conway?

10 COMMISSIONER CONWAY: Approved.

11 MS. FRANKS: Commissioner Hane?

12 COMMISSIONER HANE: Approved.

13 MS. FRANKS: Commissioner Spaulding?

14 COMMISSIONER SPAULDING: Approved.

15 MS. FRANKS: By your vote, you've adopted Resolution
16 Number 24-014.

17 CHAIRMAN ZIMMERMAN: Our next item of business today is
18 Consideration of Resolution 24-015, Relicensure of Key
19 Persons. Corporal Don Doza will be making the presentation
20 this morning.

21 CORPORAL DOZA: Good morning, Chairman and
22 Commissioners.

23 Missouri State Highway Patrol Investigators conducted
24 background investigation updates on Key Person License
25 renewals. The investigations included an application review

1 as well as civil, criminal, and general character inquiries
2 made in the jurisdictions where the applicants currently
3 reside.

4 The following renewals are being presented for your
5 consideration:

6 Kathleen Marie Conlon, Non-Executive Director,
7 Aristocrat Leisure Limited.

8 Nicola Drago, Director and Vice Chairman, De Agostini,
9 S.p.A.

10 Paul Wendell Finch, Junior, Director, Member of the
11 Board, Everi Holdings, Incorporated.

12 Daniel Eric Gladstone, Chairman and Non-Executive
13 Director, Ainsworth Game Technology Limited.

14 Eric Allan Hession, President of Caesars Digital Sports
15 Wagering and Online Gaming, Caesars Entertainment,
16 Incorporated.

17 Christie Annette Hill, Chief Legal Officer-Global,
18 Aristocrat Technologies, Incorporated.

19 Kimito Kubo, Outside Director, Konami Group
20 Corporation.

21 Rosa Laricchia, Executive VP Customer Success, NRT
22 Technology Corporation.

23 Mark Lewis Ludski, Company Secretary, Ainsworth Game
24 Technology Limited.

25 Carol Ruth Lynton, Director, Gaming and Leisure

1 Properties, Incorporated.

2 Yoshihiro Matsuura, Director, Konami Group Corporation.

3 Elizabeth Amanda Orola, VP, Global Service Delivery,

4 BMM North America, Incorporated.

5 Arlene May Tansey, Non-Executive Director, Aristocrat

6 Leisure Limited.

7 Timothy Allen Wright, Chief Accounting Officer, Century

8 Casinos, Incorporated.

9 There are no pending requests for these investigations.

10 The investigative findings were provided to the Missouri

11 Gaming Commission Staff for their review, and I would be glad

12 to answer any questions you might have. Thank you.

13 CHAIRMAN ZIMMERMAN: Thank you. Are there any

14 questions for Corporal Doza? All right, seeing none, thank

15 you, Corporal.

16 I move to approve Resolution 24-015. 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 24-015.

6 CHAIRMAN ZIMMERMAN: Thank you. The next item on our
7 agenda is Consideration of Disciplinary Action DC-24-027.
8 Deputy General Counsel Nikki Evans, you have the floor. I
9 understand you have the next item as well, so stay up for
10 both.

11 MS. EVANS: Good morning, Chairman and Commissioners.
12 Under Tab D we have a Preliminary Order of Discipline directed
13 at Isle of Capri Boonville for alleged violations of the
14 Commission's Minimum Internal Control Standards and the
15 Casino's Internal Controls, Chapter J, Section 1.04 and the
16 Code of State Regulations 11 CSR 45-10.030(1).

17 The Commission's MICS and the casino's ICS, Chapter J,
18 Section 1.04 state that a manual reading of the turnstiles
19 shall be performed and recorded at the end of each gaming
20 excursion to provide turnstile readings and verify the
21 turnstiles are operating properly.

22 11 CSR 45, Chapter 10.030(1) states that licensees
23 shall promptly report to the Commission any facts which the
24 licensee has reasonable grounds to believe indicate a
25 violation of law, other than minor traffic violations, minimum

1 internal control standard requirements or Commission rule
2 committed by licensees, their employees or others.

3 In this matter, on each of the following dates, casino
4 personnel responsible for taking manual readings of the
5 turnstiles failed to do so as required by the MICS, Chapter J,
6 Section 1.04: June 17, July 31, August 12, August 27, and
7 September 18, 2023.

8 On three of the five dates identified, no one from the
9 casino notified MGC of the violation and instead the
10 violations were discovered through audits by MGC Staff. These
11 dates are in addition to ten previous instances of missed
12 turnstile readings for which the Commission issued a \$10,000
13 fine via Commission Resolution 24-011.

14 For these additional violations and in consideration of
15 those that the casino did not report to MGC, the Disciplinary
16 Review Board recommended a \$20,000 fine. In its response, the
17 casino requested reconsideration of the fine and identified
18 additional mitigating efforts to correct the issue, including
19 efforts to order, obtain approval for, and install Gatewatch
20 software as an alternative method.

21 The Disciplinary Review Board considered the casino's
22 response and elected to retain the \$20,000 fine.

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

24 CHAIRMAN ZIMMERMAN: I actually have several. Has
25 Gatewatch been installed yet? I know there was some talk at

1 the last meeting about the invoice and approval and all of the
2 things you just mentioned.

3 MS. EVANS: To my understanding, that is still in
4 process. I do have our Tax Audit Manager Jennifer Bruns here
5 if you have an update that's incorrect on my part.

6 MS. BRUNS: I have not.

7 CHAIRMAN ZIMMERMAN: Have there been any additional
8 violations since the September 18 of 2023?

9 MS. EVANS: There was an additional violation in
10 October of 2023 that was handled and has been resolved and
11 since then, we have no additional reports on this issue.

12 CHAIRMAN ZIMMERMAN: I understand that -- and this is
13 more of a statement, really, than a question. Well, I do have
14 a question. And I think you probably addressed this,
15 Ms. Evans, but the thought behind the \$20,000 fine was a
16 progressive discipline based on the ten previous violations
17 that we heard last month?

18 MS. EVANS: Yes, and I believe there was the additional
19 what I think DRB considered an aggravating factor that in over
20 half of these additional five violations, the violation was
21 not reported as required by the CSRs.

22 CHAIRMAN ZIMMERMAN: And do you happen to recall if in
23 the ten previous violations, what number of those -- were all
24 of those reported by casino staff in the previous ten?

25 MS. EVANS: I don't believe that they were. I don't

1 have the exact number, but I can certainly find that. At that
2 point, there was just consideration of the fact that the
3 turnstiles were not read appropriately, and as the progressive
4 discipline continued, we started to look at whether or not
5 they were being accurately reported as well.

6 CHAIRMAN ZIMMERMAN: And I understand -- and I would
7 open this up for discussion by my fellow Commissioners -- the
8 idea of progressive discipline, and I certainly support, you
9 know, if a casino or if individuals are not taking the
10 appropriate steps to mitigate the behavior and, you know, I
11 certainly know in reading the report, all of the reports from
12 last month -- and that was taken all the way to a hearing
13 which occurred in December of 2023 -- that the casino took a
14 number of steps obviously in that period of time after the
15 last of the first ten violations and then prior to the
16 first -- the subsequent group of five that started in June,
17 you know, a number of individuals were terminated, I think,
18 someone left voluntarily, and a number of people were
19 transferred; but I -- I would at least propose to my fellow
20 Commissioners that the jump from 10,000 for ten violations, as
21 was pointed out by the hearing officer at basically \$1,000 per
22 violation, to \$20,000, which would be \$4,000 per violation, I
23 felt like was a pretty significant jump.

24 So I would I guess propose to my fellow Commissioners
25 that at looking at a reduced fine from the \$20,000 to \$10,000,

1 so I'd like to open that up for discussion by my fellow
2 Commissioners.

3 COMMISSIONER HANE: So basically what you're saying is
4 the hearing officer proposed \$1,000 per incident last time.

5 CHAIRMAN ZIMMERMAN: Basically the -- as the hearing
6 officer was explaining what would be considered an appropriate
7 violation, he didn't -- he didn't consider \$1,000 per each
8 violation for the ten that the casino had in the turnstile
9 violations, didn't consider that to be excessive, considering
10 what's allowed by state statute.

11 And so, again, understanding the idea and the necessity
12 of progressive violation -- or progressive discipline if those
13 violations continue, that I would propose that \$10,000 for
14 five violations is progressive discipline because it is a
15 higher -- it is a higher amount of fine for those additional
16 five violations.

17 So yes, the hearing officer in the previous ten, you
18 know, basically explained in his finding that it equated to
19 \$1,000 per violation, so what I'm proposed to my fellow
20 commissioners is to --

21 COMMISSIONER HANE: Is to double that.

22 CHAIRMAN ZIMMERMAN: -- is to double that.

23 MR. CONWAY: Let me just clarify the point again,
24 please -- and I'm sorry if I missed it, I was looking at some
25 other notes -- in that GateWatch is being acquired?

1 MS. BRUNS: Jennifer Bruns, Tax Audit Manager. They
2 are looking at it. I'm not sure if it's been purchased, but
3 it has not yet been approved because they've not submitted the
4 rules for that for approval. So I believe it has been
5 purchased, I'm not sure if it's been installed.

6 COMMISSIONER CONWAY: Okay, because the letter on the
7 response says we're currently in the process of acquiring
8 Gatewatch and software updates that will help us with internal
9 control.

10 MS. BRUNS: Correct. It's not been approved yet.

11 COMMISSIONER CONWAY: It's not been approved, but you
12 believe it will be in the future, which will help eliminate
13 these violations?

14 MS. BRUNS: Assuming that they follow all the rules
15 that we ask when they do install Gatewatch.

16 COMMISSIONER CONWAY: Let me do one followup question,
17 and I try to ask this question in a similar manner with every
18 casino that we visit; but is part of the violations due to the
19 fact that staff hiring is becoming much more and more
20 difficult?

21 MS. BRUNS: I am not sure about that in this case.
22 They did -- previously before these violations started, they
23 had one group take the readings, Security; they had split that
24 out to different groups, and that's when the problems started.
25 From what I'm to understand, they've gone back to the one

1 group, and we've not had any violations.

2 COMMISSIONER CONWAY: And that seems to be a much more
3 effective method of trying to --

4 MS. BRUNS: Yes. I believe there was some confusion at
5 the casino on who was actually going to go and take the
6 readings amongst their own staff.

7 COMMISSIONER CONWAY: Okay, I appreciate it. Thank you
8 for your response.

9 COMMISSIONER HANE: While you're up --

10 MS. BRUNS: Okay.

11 COMMISSIONER HANE: Is there any other casinos in the
12 state using this particular software?

13 MS. BRUNS: Gatewatch?

14 COMMISSIONER HANE: Yes.

15 MS. BRUNS: Yes.

16 COMMISSIONER HANE: How many?

17 MS. BRUNS: Oh gosh, I couldn't tell you off the top of
18 my head, but I will tell you it's over half.

19 MR. HANE: Okay.

20 CHAIRMAN ZIMMERMAN: And successfully, I would assume?

21 MS. BRUNS: For the most part. Like I said, there are
22 additional processes that we have when you do this because
23 it's more or less a computer taking a reading, so to speak, of
24 the number of people entering the casino. But we do have --
25 we ask for processes to be put in place so that the casino

1 ensures that the system is capturing the numbers every two
2 hours since we do charge the fee based on an every-two-hour
3 increment.

4 CHAIRMAN ZIMMERMAN: So there is a manual -- is there a
5 manual read then just to make sure that this software works?

6 MS. BRUNS: Well, there's different processes. Some of
7 the casinos actually do both; they use the Gatewatch and they
8 still go and take a reading just to make sure that it's all
9 working and have a backup, so to speak. There are processes
10 that we -- some of the casinos use to where the person checks
11 the system, prints out a report, checks it, makes sure it's
12 recording numbers, appears to be accurate based on a reading.
13 you know, and that kind of thing. So every two hours,
14 something else is happening.

15 COMMISSIONER HANE: So what you're telling us or what
16 I'm gathering is that Gatewatch is a tool, but it is not going
17 to be the ultimate anti-human fix it?

18 MS. BRUNS: Correct.

19 COMMISSIONER HANE: But the other half of the casinos
20 in the state are still relying upon people to look at the --
21 look at the turnstile numbers --

22 MS. BRUNS: Yes.

23 COMMISSIONER HANE: -- and report those accurately?

24 MS. BRUNS: Yes.

25 CHAIRMAN ZIMMERMAN: And it would appear then, as you

1 said, they've gone back to one group doing the turnstile
2 readings, and that appears to be working?

3 MS. BRUNS: It appears to be as far as we know, there
4 have not been any --

5 CHAIRMAN ZIMMERMAN: Since October?

6 MS. BRUNS: -- any violations.

7 COMMISSIONER SPAULDING: You mentioned a number of
8 these were not reported to the Gaming Commission. Is that
9 something that should be very evident and need to be reported,
10 or could that be overlooked? I'm not sure about the processes
11 or --

12 MS. BRUNS: Yes, we would want that reported because
13 the fee, the admissions fee is -- you know, that is based on
14 these readings taken every two hours and that's how it's
15 calculated, so we want those numbers to be obtained every two
16 hours; so if it's not reported, how do we know it's correct.

17 COMMISSIONER SPAULDING: I guess what I meant was could
18 that have been overlooked? why wasn't it reported?

19 MS. BRUNS: I cannot answer why they would not report.

20 CHAIRMAN ZIMMERMAN: And again, I would, Ms. Evans,
21 like to know -- I know you don't have that information, but on
22 the first ten, you know, I'd like to know, you know, what
23 percentage there -- what wasn't reported and what was found by
24 our staff.

25 MS. EVANS: Certainly, and I can find that information

1 for you.

2 CHAIRMAN ZIMMERMAN: Absolutely.

3 COMMISSIONER HANE: You did indicate that three of the
4 last five were not reported by the casino?

5 MS. EVANS: Correct.

6 CHAIRMAN ZIMMERMAN: Any further questions?

7 (A DISCUSSION WAS HELD OFF THE RECORD)

8 CHAIRMAN ZIMMERMAN: well, I'd like to make a motion
9 that the fine levied against IOC Boonville for the additional
10 violations be set at \$10,000. Do I have a second?

11 COMMISSIONER SPAULDING: I'll 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 DC-24-027.

23 (A DISCUSSION WAS HELD OFF THE RECORD)

24 DIRECTOR RICHARDSON: The Preliminary Order will be
25 what you all approve.

1 CHAIRMAN ZIMMERMAN: Okay.

2 DIRECTOR RICHARDSON: Instead of the 20,000 as
3 recommended, your approval is at ten, so that's what the
4 Preliminary Order which goes out will reflect.

5 CHAIRMAN ZIMMERMAN: All right, thank you. The next
6 item on our agenda is Consideration of Disciplinary Action
7 DC-24-028. You still have the floor.

8 MS. EVANS: Yes, thank you, Chairman.

9 Under Tab E, we have a Preliminary Order of Discipline
10 directed at The Missouri Gaming Company doing business as
11 Argosy Riverside Casino for alleged violations of the Code of
12 State Regulations, 11 CSR 45-4.020(7)(A), which states that
13 Occupational License Level II includes any position within the
14 Class A or B licensee that would require the holder to have
15 access to the excursion gambling boat or secured area to
16 perform his or her function or duties, provided that agents
17 and nongaming vendors are not considered within Occupational
18 License Level I and II unless otherwise notified by the
19 Commission.

20 In this matter, on September 12, 2023, Argosy's
21 Security Supervisor Taylor Drummond contacted Sergeant Corey
22 Root of the Missouri State Highway Patrol assigned to the
23 Gaming Division and asked Sergeant Root whether the casino
24 could allow temporary employees to work on the casino floor by
25 issuing a vendor badge.

1 Sergeant Root inquired what type of work the vendor
2 would be performing, and Supervisor Drummond advised that the
3 temporary employee would be operating the cash register at the
4 Red Lotus Lounge on the gaming floor. Sergeant Root stated
5 that temporary employees were not permitted to work on the
6 casino floor without being properly licensed by the Missouri
7 Gaming Commission unless the casino had a variance issued by
8 the Missouri Gaming Commission. Supervisor Drummond advised
9 that she understood the regulation.

10 On September 13, 2023, Sergeant Root spoke with Trooper
11 Leonard Reed, also of the Missouri State Highway Patrol Gaming
12 Division, and through this conversation Trooper Reed advised
13 that a casino employee had informed him that members from a
14 temporary employee agency had been given vendor badges and
15 were permitted to work on the casino floor without MGC issued
16 occupational licenses from September 8 to September 10, 2023.

17 Upon learning this information, Sergeant Root contacted
18 the Casino Surveillance Department and requested a
19 surveillance review of September 8 through September 10, 2023,
20 to determine whether temporary employees were allowed to work
21 on the casino floor after being issued vendor badges.

22 Surveillance review confirmed that individuals employed
23 by the temporary agency UpShift checked out vendor badges on
24 three occasions, one each on September 8, September 9, and
25 September 10, 2023. In each instance, a temporary employee

1 who did not possess an MGC occupational license received a
2 vendor badge and worked as a cashier at the Red Lotus Lounge
3 on the gaming floor for shifts ranging from six to eight
4 hours.

5 A subsequent review of the vendor log sheets was able
6 to identify two of the three individuals. The remaining
7 individual was never identified, as he did not sign the vendor
8 log, nor did he return his vendor badge at the completion of
9 his shift. The two identified individuals were later
10 confirmed through computer checks to each have active arrest
11 warrants during their time of employment with the casino.

12 On September 14, 2023, Sergeant Root spoke with Vice
13 President of Casino Operations Gregory Personelli after
14 hearing that he was the individual who had made the decision
15 to hire temporary employees at the casino. Sergeant Root
16 advised Personelli that investigation had revealed that three
17 different temporary employees were allowed to work on the
18 casino floor without active MGC occupational licenses.

19 Personelli stated he believed the temporary agency was
20 no different than any other vendor allowed to work on the
21 gaming floor, and Sergeant Root stated that the three
22 individuals allowed to work on the gaming floor were not
23 licensed to perform work on the gaming floor.

24 Although Personelli stated that the temporary agency
25 vetted their employees, he could not identify if any of the

1 individuals who obtained vendor badges and worked in the
2 casino had any convictions or warrants.

3 The Disciplinary Review Board recommended a \$5,000 fine
4 in this matter. In its response, the casino did not contest
5 the fine and stated that casino personnel now understood that
6 there is a difference between vendors performing specific
7 nongaming tasks and those that are working in the capacity of
8 an employee on the casino floor.

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

10 CHAIRMAN ZIMMERMAN: Maybe a statement more than a
11 question, and as you indicated, Ms. Evans, obviously these
12 individuals had not been vetted by the temp agency, two with
13 warrants, one we have no way of knowing what he might have and
14 never signed in, never turned in his badge, which is a huge
15 concern, obviously, kept the badge.

16 So in addition to clarifying what constitutes a vendor,
17 I certainly hope that Mr. George is looking at all of those
18 security procedures. I understand, you know, perhaps being
19 confused about what constitutes a vendor, but people not
20 signing in, people not turning in badges is a huge concern.
21 And so I understand them not contesting the fine because these
22 are some pretty serious violations.

23 Other questions for Ms. Evans?

24 COMMISSIONER HANE: So Mr. Personelli, the Vice
25 President of Operations, was clueless regarding the rule?

1 MS. EVANS: It seemed there was a lack of understanding
2 on his part, to my knowledge, but he has since kind of
3 gathered that information, and it's my understanding from
4 personnel at the casino that this will not be a problem going
5 forward.

6 CHAIRMAN ZIMMERMAN: Do you know, Ms. Evans, will they
7 continue to use temp employees if they have the appropriate
8 MGC licensing?

9 MS. EVANS: That, I'm not sure of, but I can find out
10 that information as far as staffing plans and things of that
11 nature if you would like.

12 CHAIRMAN ZIMMERMAN: well, I understand -- and to
13 Commissioner Conway's point during our last discussion, you
14 know, difficulties finding appropriate employees and, you
15 know, finding people to work all the shifts that you have, you
16 know, in an operation that sometimes 24 hours can be difficult
17 but, you know, I hope that they understand that the vetting
18 goes -- especially for the casinos and the MGC -- goes far
19 beyond what you might get from a temp agency.

20 COMMISSIONER HANE: well, considering that two of these
21 folks had outstanding warrants --

22 CHAIRMAN ZIMMERMAN: And probably the third one as well
23 who didn't sign in.

24 COMMISSIONER HANE: Didn't sign out either.

25 CHAIRMAN ZIMMERMAN: Yeah. Any other questions for

1 Ms. Evans?

2 COMMISSIONER CONWAY: What's our time frame on
3 approving a Level I?

4 MS. EVANS: Of a Level I? For that, I would have to --
5 the individuals in question would have been Level IIs.

6 COMMISSIONER CONWAY: So it would be roughly two days
7 then?

8 COMMISSIONER HANE: No, Level II license.

9 MS. EVANS: And for the approval time as far as a Level
10 II, I'd have to defer to our licensing team.

11 DIRECTOR RICHARDSON: I believe it would depend on how
12 quickly the fingerprint and the background can come back.
13 That's sometimes very quickly and sometimes not as quickly.
14 That's usually the telltale.

15 COMMISSIONER CONWAY: I guess I'm putting myself in the
16 position of the general manager and realizing that on a given
17 shift on say a Saturday afternoon, I'm four people short. Is
18 that kind of the alternative that they are working with
19 because they work with these temporary agencies?

20 MS. EVANS: That, I'm not sure the reasoning behind why
21 that was the decision that was made. I do understand that
22 there are staffing shortages and issues that are permeating
23 through all parts of the industry, but as far as to speaking
24 towards the specifics of their decisionmaking process behind
25 these temporary employees at The Red Lotus, I would not be

1 able to know that at this point, but I could try to find out.

2 COMMISSIONER CONWAY: And The Red Lotus is pretty much
3 a retail establishment within the grounds of the main floor of
4 the casino?

5 MS. EVANS: It's a restaurant that you have to go
6 through the gaming floor, it's my understanding, to get to.

7 COMMISSIONER CONWAY: Okay. Thank you.

8 CHAIRMAN ZIMMERMAN: would you like to --

9 MS. MOORE: I was going to say, I can answer the
10 question for you, if you'd like me to.

11 COMMISSIONER CONWAY: That would be fine.

12 MS. MOORE: Karen Moore, Compliance Manager for Argosy
13 Casino.

14 So that is exactly the issue at hand, no staffing that
15 night, was not going to be able to open the restaurant.
16 Mr. Personelli literally did not think he was doing anything
17 wrong because we do use temp agency employees on the land side
18 in his banquet area, hotel for housekeeping sometimes.

19 And again, to your point, we would not be able to open
20 venues if we didn't. we wouldn't be able to rent rooms if we
21 didn't. we just -- we try and hire, but we cannot. It's
22 terrible, like everybody knows. That was his thought process.
23 He was like, let me grab a couple of the temps, they're not
24 going to touch gaming funds, they're working in an F and B
25 area. He just did not think that it was wrong until we

1 corrected him on it. And now he definitely knows.

2 CHAIRMAN ZIMMERMAN: All right, thank you so much. Any
3 other questions for Ms. Evans? Thank you, Ms. Evans.

4 I move to approve DC-24-028. Is there a second?

5 COMMISSIONER CONWAY: Second.

6 CHAIRMAN ZIMMERMAN: Any further discussion?

7 COMMISSIONER HANE: I think this fine needs to be
8 increased. I understand your point about people using a temp
9 agency, et cetera, et cetera, but it doesn't alter the fact
10 that we had people on the floor working for us that should not
11 have been there. So I propose that the fine for 5,000 should
12 be ten.

13 CHAIRMAN ZIMMERMAN: Amend my motion? I mean --

14 DIRECTOR RICHARDSON: Was there a second to your
15 motion?

16 MS. FRANKS: There was, yes.

17 CHAIRMAN ZIMMERMAN: It would be an amendment to the
18 original motion. So you're proposing an amendment to the
19 original motion?

20 COMMISSIONER HANE: Yes.

21 DIRECTOR RICHARDSON: You need a second and vote on the
22 amendment.

23 CHAIRMAN ZIMMERMAN: Is there a second?

24 COMMISSIONER HANE: You're looking for a second to my
25 amendment?

1 CHAIRMAN ZIMMERMAN: Yes, I'm looking for a second to
2 your amendment. So the amendment does not pass.

3 COMMISSIONER HANE: Looks like it died.

4 DIRECTOR RICHARDSON: Amendment dies for the lack of a
5 second.

6 CHAIRMAN ZIMMERMAN: I was trying not to say "die,"
7 okay, I was trying not to be so harsh.

8 COMMISSIONER HANE: That's fine, my opinion.

9 CHAIRMAN ZIMMERMAN: So we have a motion and a second.
10 Angie, would you call the roll?

11 MS. FRANKS: Chairman Zimmerman?

12 CHAIRMAN ZIMMERMAN: Approved.

13 MS. FRANKS: Commissioner Conway?

14 COMMISSIONER CONWAY: Approved.

15 MS. FRANKS: Commissioner Hane?

16 COMMISSIONER HANE: Approved.

17 MS. FRANKS: Commissioner Spaulding?

18 COMMISSIONER SPAULDING: Approved.

19 MS. FRANKS: By your vote, you've adopted DC-24-028.

20 CHAIRMAN ZIMMERMAN: The next item on our agenda is
21 consideration of Disciplinary Action 24-029. General Counsel
22 Heather Richenberger will be making this presentation.

23 DIRECTOR RICHARDSON: Good morning, Chairman and
24 Commissioners. Under Tab F is the Preliminary Order of
25 Discipline directed at NRT Technology Corporation, a licensed

1 casino supplier. This discipline involves NRT Technology
2 using unlicensed technicians to work in Missouri casinos.

3 The Preliminary Order of Discipline alleges violations
4 of 11 CSR Chapter 45, specifically 11 CSR 45-4.020(7)(C) which
5 states that a Level II Occupational License includes any of
6 the positions that are not required to hold a Level I
7 Occupational License, to include any position with a licensed
8 gaming supplier company that would require the holder to have
9 access to the excursion gambling boat to perform his or her
10 function or duties if such function or duties involved
11 installation, servicing, maintenance, repair, or accessing
12 secured or locked components of any gaming equipment or
13 supplies or involved verification of patron awards.

14 Additionally, 11 CSR 45-4.260(1), this provides that
15 every person in a position classified as an Occupational
16 License Level I or an Occupational License Level II or
17 otherwise participating in gaming operations in any capacity
18 shall, prior to performing or practicing his or her business
19 profession or skills, be a current employee of the Class A,
20 the Class B, or the supplier licensee and have obtained the
21 appropriate occupational license from the Commission.

22 The facts surrounding the violations resulting in this
23 recommended discipline are as follows:

24 On July 18 of 2023, Harrah's Kansas City Casino
25 reported to Dawn Leehy, a Missouri Gaming Commission

1 Electronic Gaming Device Specialist -- we call those EGD
2 specialists -- that an MGC security seal had inadvertently
3 been broken on an NRT ticket redemption kiosk.

4 Upon arrival at the kiosk, Leehy discovered that the
5 NRT service technician, David Knowles, had broken the MGC
6 security seal while he was repairing the kiosk. Knowles did
7 not possess an active MGC issued occupational license.

8 On July 18, 2023, EGD Coordinator Kelly Florea
9 contacted NRT's Licensing and Compliance Administrator and
10 notified her of the unlicensed service technician that was
11 working on the Harrah's Kansas City floor. Florea sent a
12 followup email to NRT with additional questions about those
13 unlicensed technicians. NRT advised it was conducting an
14 internal investigation and would provide responses once all
15 that information had been gathered.

16 On July 26 of 2023, NRT responded and reported that
17 unlicensed service technicians had performed work in four
18 different Missouri casinos: Ameristar Kansas City, Ameristar
19 St. Charles, Harrah's Kansas City, and Century Casino Cape
20 Girardeau on 98 separate occasions beginning in January of
21 2023.

22 NRT stated that it was not aware that service
23 technicians were performing work at Missouri casinos were
24 unlicensed. NRT explained that its service technicians are
25 also employed by Burroughs with whom NRT contracts and that

1 Burroughs dispatches service technicians to Missouri casinos
2 at the request of NRT.

3 NRT explained that its service technicians sent to
4 Missouri casinos are required to hold a Missouri gaming
5 license. NRT stated Burroughs had inadvertently dispatched
6 unlicensed technicians to conduct work in Missouri casinos.
7 They further stated that Burroughs took full responsibility
8 for the errors and were taking remedial steps to ensure that
9 no such incidents would happen again.

10 With regard to NRT's response, it should be noted that
11 in March of 2012 a similar incident with NRT had occurred.
12 The full details of that 2012 incident are set forth in the
13 Preliminary Order of Discipline before you. I can provide
14 further details if that would be helpful, but I will move on.

15 NRT is acknowledging the errors set forth in this
16 Preliminary Order of Discipline, and it has advised that going
17 forward it will do everything it can to ensure its compliance.

18 In consideration of the large number of violations at
19 issue, the Disciplinary Review Board has recommended a \$10,000
20 fine for these repeated violations. NRT has indicated it is
21 not contesting the fine.

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

23 CHAIRMAN ZIMMERMAN: Ms. Richenberger, did they
24 indicate -- I know several places here in the paperwork they
25 talk about remedial steps, how they're going to -- since it's

1 NRT and Burroughs and Burroughs is dispatching, how they'll
2 make sure that this doesn't happen again?

3 MS. RICHENBERGER: I would ask that Kelly Florea, our
4 Electronic Gaming Device Coordinator, indicates that she can
5 respond to that question.

6 MS. FLOREA: Kelly Florea, EGD Coordinator. Some of
7 the remedial steps mentioned were put in place by Burroughs
8 involved adding an additional column to track the license,
9 which jurisdiction the technicians were licensed in. In
10 addition, they were going to audit that information
11 periodically to make sure it was up to date.

12 CHAIRMAN ZIMMERMAN: would it be cost prohibitive to
13 them or would it be just too involved a process to have all
14 their technicians licensed? That way, they'd never have to
15 worry about that.

16 MS. FLOREA: I know Burroughs services many industries,
17 not just the --

18 CHAIRMAN ZIMMERMAN: Not just the gaming industry?

19 MS. FLOREA: Yes.

20 CHAIRMAN ZIMMERMAN: well, I was struck by, you know,
21 as you pointed out, 98 violations during the period of time;
22 so, you know, obviously that wasn't a, Gosh, we accidentally
23 sent this person who doesn't have a license. This was 98
24 times to four casinos so it's --

25 MS. RICHENBERGER: That's correct.

1 CHAIRMAN ZIMMERMAN: -- obviously a pretty significant
2 issue for them.

3 Other questions for Ms. Richenberger? Okay, seeing
4 none, thank you, Ms. Richenberger. I know you're up for the
5 next one as well.

6 I move to approve DC 24-029. Is there a second?

7 COMMISSIONER HANE: Second.

8 CHAIRMAN ZIMMERMAN: Any further discussion? Seeing
9 none, 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 adopt DC-24-029.

19 CHAIRMAN ZIMMERMAN: Thank you. The next item on our
20 agenda is the Consideration of Disciplinary Action DC-24-030.
21 Ms. Richenberger, you still have the floor.

22 MS. RICHENBERGER: Thank you, Chairman and
23 Commissioners.

24 Under Tab G is the Preliminary Order of Discipline
25 directed at Century Casino Caruthersville. This discipline

1 involves Century Casino's actions resulting in an individual
2 on the Disassociated Persons List, known as the DAP List,
3 obtaining a casino player's account and participating in
4 casino gambling.

5 Additionally, in one instance the disassociated person
6 or DAP was issued a new player's card by a casino employee who
7 was using another employee's account instead of her own to
8 access the casino's critical IT system.

9 The Preliminary Order of Discipline alleges violations of
10 the Code of State Regulations, specifically Chapter 45-17.010.
11 This establishes that the casinos's Disassociated Persons
12 List, known as the DAP list, and requires that casinos have
13 procedures to ensure that persons on the DAP list are denied
14 access to all casino gaming, including promotions and players'
15 cards.

16 The Preliminary Order further alleges violations of the
17 Missouri Gaming Commission's Minimum Control Standards, also
18 known as the MICS, and the casino's Minimum Control Standards,
19 also known as the ICS.

20 Specifically, the Commission's MICS and the casino's
21 ICS in Chapter Q, section 2.05 require that prior to creating
22 a player's card or printing or reprinting a player's card, the
23 Class B licensee shall identify DAPs by examining the patron's
24 government-issued photo identification and conducting a search
25 of the individual's date of birth, including the year of birth

1 listed on the identification, to determine if that person is
2 on the DAP list. If the search generates any names that have
3 the same first or last name as reported on the photo
4 identification, the licensee shall research further to
5 determine if the individual presenting that ID is a DAP.

6 Additionally, in Chapter Q in Section 2.04, the casino
7 is prohibited from enrolling a DAP in any type of casino
8 promotion. And finally, in Chapter S of the MICS and ICS, in
9 Section 5.01, each casino user account that gives access to
10 the casino's critical information technology system can be
11 assigned only to one casino employee and shall not be made
12 available to or used by another casino employee.

13 The facts surrounding the violations resulting in this
14 recommended discipline are as follows:

15 On August 13 of 2023, Trooper McCormick of the Missouri
16 State Highway Patrol Gaming Division was contacted by Century
17 Casino Cage Shift Manager Melinda Gammons about a possible
18 disassociated person, known as a DAP, at the casino's
19 cashier's cage. Gammons advised that the patron was
20 attempting to get a replacement casino's card -- a replacement
21 casino player's card, and when the patron's date of birth was
22 checked through the MGC DAP site, it matched that of a DAP.

23 When Trooper McCormick arrived at the cashier's cage,
24 he reviewed the ID of the patron. The patron's date of birth
25 and first and middle name matched with the individual on the

1 DAP list; however, the patron had a different last name. When
2 asked about the difference, the patron indicated she had
3 gotten married.

4 After confirming the patron was the same individual
5 listed on the DAP -- just to clarify -- after confirming the
6 patron was the same individual listed on that DAP list, the
7 trooper did issue the DAP a citation for a first degree
8 trespass. During the course of the trooper's investigation,
9 he determined this DAP had been on the DAP list since 2013
10 under her maiden name and that she had changed her name in
11 2014 after getting married but did not provide her married
12 name to MGC.

13 The investigation further revealed that this DAP had a
14 player's account in the Century Casino's Customer Management
15 Program, known as the CMP, with her maiden name, which was
16 flagged as a DAP account. The Casino Marketing Manager
17 explained that although this original account had been flagged
18 indicating the DAP status, a second account was created using
19 the DAP's married name which allowed that DAP to have another
20 active player's account with the casino.

21 This second account for the DAP using her married name
22 was created on July 4 of 2022. It was created by the winner's
23 Zone Lead Representative Natasha Becker. Becker failed to
24 conduct the required DAP check prior to creating that account.
25 The DAP check would have identified the patron as a DAP. The

1 casino's creation of the new account in the DAP's married name
2 allowed her to participate in all activities at Century
3 Casino.

4 Between July 4 of 2022 and July 29 of 2023, the DAP's
5 player account showed she was actively participating in casino
6 activities. On at least seven separate dates, the DAP's
7 player's account under her married name was used. That
8 account showed that the DAP was receiving casino promotions
9 and comps and was earning points at the casino for wagers made
10 on table games and slots.

11 The trooper's investigation further revealed that the
12 DAP had been issued a replacement player's card at Century
13 Casino on July 25 of 2023. The DAP's replacement card was
14 printed by the winner's Zone Supervisor Debra Gorman. Casino
15 surveillance showed that the DAP approached casino employee
16 Kimberly Boyle at the winner's Zone to obtain a replacement
17 card. Boyle was on the phone, so Gorman assisted the DAP.
18 Boyle was already logged into the casino's computer system,
19 and Gorman used Boyle's logged in credentials to create a
20 replacement player's card.

21 While using Boyle's credentials, Gorman had access to
22 the casino's CMP system and MGC Web DAP List. Gorman did not
23 follow the required DAP lookup procedures prior to issuing
24 this replacement player's card. If a proper search of the MGC
25 web DAP List had been conducted, it would have allowed Gorman

1 to identify the patron as a DAP.

2 In summary, Century Casino employees repeatedly failed
3 to follow procedure in order to identify a DAP. As a result,
4 the DAP was able to create a player's account and participate
5 in casino gambling as well as obtain a new player card and a
6 replacement player card.

7 In addition, an employee involved was improperly using
8 another casino employee's account system instead of her own
9 when accessing the casino's critical IT system.

10 The casino, in response to these violations, has
11 indicated that it takes these violations very seriously and
12 that it has implemented retraining measures to minimize the
13 risks of these same violations occurring again in the future.
14 The casino did seek reconsideration of the fine amount, and
15 DRB reviewed that request but has maintained the fine.

16 The Missouri Gaming Commission Disciplinary Review
17 Board is recommending a fine in this case in the amount of
18 \$5,000 for these violations.

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

20 CHAIRMAN ZIMMERMAN: I would just say I agree with the
21 DRB. I feel like it's, I mean obviously, very serious to
22 allow a DAP, you know, back into the casino, and cards were
23 issued, replacement cards were issued. I was particularly
24 concerned that a supervisor just used the log-in of another
25 employee. A supervisor obviously should know better and to

1 issue that card again without doing the appropriate checks.

2 So yeah, I felt like there were a number of violations
3 here, not the least of which was the DAP being on the boat so
4 many times, you know, after the card was issued. Again, I was
5 very concerned about the supervisor using the credentials of
6 an employee to basically provide a replacement card.

7 Other questions?

8 COMMISSIONER CONWAY: This is -- if an individual wants
9 to enter the playing floor, what type of identification are
10 they required to have?

11 MS. RICHENBERGER: Are you just asking in order to
12 enter the casino?

13 COMMISSIONER CONWAY: The gaming portion of the casino.

14 MS. RICHENBERGER: My understanding -- I'll defer to
15 the Judge here.

16 DIRECTOR RICHARDSON: Judge Richardson. Commission, by
17 statute, we can only request identification for someone to
18 enter the gaming floor if it appears that they are a minor.
19 That is the -- if we have a question about their age, that is
20 the sole reason by statute that we can request identification
21 to enter the floor.

22 COMMISSIONER CONWAY: So if the individual hadn't
23 decided that she needed to have a player's card, we probably
24 never would have caught her?

25 MS. RICHENBERGER: I can't obviously directly speak to

1 that, but certainly this -- the player's card is what brought
2 this to the attention of the Missouri Gaming Commission and
3 brought about the investigation by the trooper.

4 COMMISSIONER CONWAY: Right. So had she just changed
5 her name, not reported, stayed on the DAP list and just walked
6 through the turnstile, she'd be on the tables by right now.

7 MS. RICHENBERGER: Potentially.

8 DIRECTOR RICHARDSON: Just also a point of
9 clarification -- again, Judge Richardson here -- had she won a
10 jackpot, there are other certain occasions where
11 identification -- that's one example -- is requested and
12 required once they're on the gambling floor.

13 COMMISSIONER CONWAY: Thank you.

14 CHAIRMAN ZIMMERMAN: Any further questions? Further
15 discussion? Thank you, Ms. Richenberger.

16 I move to approve DC-24-030. Is there a second?

17 COMMISSIONER SPAULDING: Second.

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

20 MS. FRANKS: Chairman Zimmerman?

21 CHAIRMAN ZIMMERMAN: Approved.

22 MS. FRANKS: Commissioner Conway?

23 COMMISSIONER CONWAY: Approved.

24 MS. FRANKS: Commissioner Hane?

25 COMMISSIONER HANE: Approved.

1 MS. FRANKS: Commissioner Spaulding?

2 COMMISSIONER SPAULDING: Approved.

3 MS. FRANKS: By your vote, you've adopted DC-24-030.

4 CHAIRMAN ZIMMERMAN: Thank you. Before we move into
5 our closed session, we're going to take a slight departure
6 from our usual agenda and recognize our retiring Deputy
7 Director Tim McGrail. I'd like to ask Director Peggy
8 Richardson to come forward to make the presentation.

9 DIRECTOR RICHARDSON: Commissioners, guests, most of
10 all Tim McGrail, most of the time when the Gaming Commission
11 has a team member to recognize, it's Deputy Director Tim
12 McGrail standing up here. Today is Tim's last Commission
13 meeting before retiring here at the end of the week, so it's
14 my turn to give the award.

15 I'll try not to embarrass him too badly because he
16 really doesn't like to be in the spotlight, but today we do
17 honor and recognize Tim on his retirement. But before we hand
18 out the official certificate, I want to tell you a little bit
19 about him, and Ted Smith here from IT is going to assist with
20 some pictures.

21 Timothy Patrick McGrail -- oh, was he fat -- was born
22 January 11, 1957. Can you tell your family helped out here a
23 little bit? Isn't he cute?

24 Tim grew up in Jefferson City and went to grade school
25 here. I have made my family promise to never ever give out my

1 pictures. Tim graduated from St. Thomas Seminary in 1975.
2 Look at that '75 hairdo.

3 MR. MCGRAIL: That was the style.

4 DIRECTOR RICHARDSON: It was the style. But the
5 priesthood and celibacy was not in Tim's plan. He went on to
6 college, majoring in pre-pharmacy and criminal justice. Along
7 the way, Tim served in the Reserves for the United States
8 Marines, then transferred to the Missouri National Guard.

9 well, just when Tim thought he was on his way to being
10 a pharmacist, he met a cute little nurse named Cindy and the
11 highway patrol called and advised that he had been accepted
12 into the 56th Recruit Class. In 1984, Tim did graduate from
13 the Academy and he became a trooper, and I believe is that
14 your first trooper photo?

15 MR. MCGRAIL: Yes.

16 DIRECTOR RICHARDSON: In his 31 years with the patrol,
17 Tim rose through the ranks and retired in 2015, having
18 attained the rank of major. Now, the patrol only has -- is it
19 six majors? Major Kerperin right back there, he knows that
20 for a fact. The patrol only has six majors at a time, so you
21 can see that Tim certainly distinguished himself during his
22 tenure there.

23 In fact, the year that he retired, Tim received the
24 Gary Cooper Award which is a national law enforcement award
25 for information sharing among states and different law

1 enforcement agencies. Also, I was advised that while Tim was
2 the head of CJIS at the patrol, he oversaw the development of
3 the Sex Offender Registry in Missouri.

4 Tim spent exactly one weekend in retirement before
5 beginning his duties as Deputy Director of the Missouri Gaming
6 Commission the following Monday. This is his MGC badge ID
7 photo. It's not quite as imposing as his major photo is.

8 Tim McGrail is the epitome of a servant leader, whether
9 it was cleaning the windows in my office so it would look good
10 my first day -- you can't really tell, he is outside on a
11 ladder washing my window. So whether it's cleaning windows or
12 serving as Santa Claus for his grandkids and one of the local
13 schools, Tim was always willing to do whatever needs to be
14 done.

15 But just in case you think that Tim McGrail is all
16 business, you need to know that he has a great sense of humor
17 and is such a good sport. We have holiday parties here at the
18 Commission, and Tim pitches right in on the fun. I don't know
19 if he ever won any of the costume contests, but he made a
20 really good Forrest Gump and an even better Buddy the Elf.
21 I'm sure he'll treasure that picture forever.

22 In all seriousness, during the past nine years, Tim has
23 been a steady force and a calm voice here at the Commission.
24 Staff and industry alike know that they can stop by or call
25 him, and he's always ready to listen and will always give a

1 thought out response. He has helped guide this ship through
2 both stormy and calm waters, and he is an integral part of all
3 that this agency stands for.

4 For three years it has been my privilege to have Tim
5 McGrail serve as my Deputy Director, but even more so, it has
6 been my honor to call him my friend and my mentor.

7 Recently we had a get together for Tim at a local
8 establishment, and Tim's wife Cindy, their three children,
9 son-in-law and daughters-in-law and all six grandsons showed
10 up. By the way, he has six grandsons, age six and under, so I
11 can understand why he needs to retire and help out the family.
12 But having met his family, seriously, I can understand why Tim
13 wants to retire and spend more time with his family.

14 So, Tim, now if you would please come up. So before I
15 hand this to you, on behalf of the Commission, the entire
16 Staff of the Missouri Gaming Commission and I think I speak
17 for the Gaming Division of the Highway Patrol and all of
18 industry to say and congratulate you on a job well done and
19 wish you a long and happy retirement.

20 So this certificate of retirement is presented to
21 Timothy McGrail in recognition of nine years of dedicated
22 service to the Missouri Gaming Commission, March 2015 to March
23 2024, signed by myself as Executive Director of the Missouri
24 Gaming Commission and Jan Zimmerman as the Chairman. I
25 congratulate you, my friend.

1 MR. MCGRAIL: Thank you.

2 [APPLAUSE]

3 DIRECTOR RICHARDSON: Any words?

4 DEPUTY DIRECTOR MCGRAIL: Now I know why my wife isn't
5 here today, she would have an earful on the way back home. It
6 has been a great nine years. I've enjoyed it, I got to make
7 friends with the industry as well as the Staff. They've
8 always been great. The last three years has been great with
9 the Judge coming in, the Commission, they've always been very
10 supportive of both the Executive Director and myself.

11 It's not an easy job, I think you all know that, Staff
12 knows it. This is a great group of people. When I left the
13 patrol, I said I'll miss the people, not necessarily miss the
14 phone calls or the work. It will be the same thing here, I'll
15 miss the Staff and the people very much as well as you all.

16 Hey, even though I'm not going to be in this anymore,
17 you won't see me at the casino. I like my money too much, I
18 know how you all operate. I'll be on the golf course.

19 Thank you very much.

20 [APPLAUSE]

21 CHAIRMAN ZIMMERMAN: Congratulations, Tim, and we do
22 hope we see you around.

23 We're now ready to close our first open session. I
24 move for closed meeting under Sections 313.847, RSMo.,
25 Investigatory, Proprietary and Application Records and

1 610.021(1), RSMo., Legal Actions and Matters Subject to
2 Attorney Client Privilege and Legal Work Product, (3) and (13)
3 Personnel, (12) Contracts and (14) Records Protected from
4 Disclosure by Law.

5 COMMISSIONER HANE: Second.

6 CHAIRMAN ZIMMERMAN: Any further discussion? Angie,
7 would you call the roll?

8 MS. FRANKS: Chairman Zimmerman?

9 CHAIRMAN ZIMMERMAN: Approved.

10 MS. FRANKS: Commissioner Conway?

11 COMMISSIONER CONWAY: Approved.

12 MS. FRANKS: Commissioner Hane?

13 COMMISSIONER HANE: Approved.

14 MS. FRANKS: Commissioner Spaulding?

15 COMMISSIONER SPAULDING: Approved.

16 MS. FRANKS: we'll go into closed.

17 CHAIRMAN ZIMMERMAN: Thank you all for being here.

18 [THAT CONCLUDES THE RECORD]
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REPORTER'S CERTIFICATE

I, Susanne E. Moon, Registered Professional Reporter, Certified Real-time Reporter, and Certified Court Reporter, certify that on March 27, 2024, I was present and reported the proceedings held before the Missouri Gaming Commission, and I further certify that the foregoing 47 pages contain a true and accurate transcription of the proceedings.

Susanne Moon

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

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1,000 [4] 14:19; 15:2, 5, 16
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10.030 [1] 11:20
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2012 [2] 32:8, 9
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MISSOURI GAMING COMMISSION
Second Open Session Minutes
March 27, 2024

The Missouri Gaming Commission (the “Commission”) went into the second open session at approximately 1:25 p.m. on March 27, 2024, at the Missouri Gaming Commission, 3417 Knipp Drive, Jefferson City, Missouri.

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

The meeting ended at 1:26 p.m.