



# Gaming Commission

One Broadway Center, P.O. Box 7500, Schenectady, NY 12301-7500  
[www.gaming.ny.gov](http://www.gaming.ny.gov)

September 18, 2017

## Notice of Violation Sent Via Electronic Mail

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED],

The New York State Gaming Commission, Division of Gaming has investigated an incident that occurred on August 17, 2017 at Rivers Casino and Resort during which an Underage Patron was allowed access to the gaming floor.

This incident was reported to Commission Commercial Gaming Manager [REDACTED] by Senior Gaming Operations Inspector [REDACTED]. An investigation of this incident was conducted by [REDACTED] who verified the details of this incident. The highlights of which are outlined below.

On 8/17/2017 at approximately 1336 hrs., Security Officer [REDACTED] advised Security Control, Surveillance and NYSGC of an Underage Patron (UAP) being escorted off the gaming floor. At 1338 hrs., Inspector [REDACTED] attended the Security Office to observed Security's Exclusion of the UAP. The UAP was identified as [REDACTED] Date of Birth: 1/19/1999. UAP [REDACTED] and mother [REDACTED] advised Inspector [REDACTED] she arrived on property at approximately 1100 hrs. The [REDACTED] advised they entered Rivers Casino through the Southwest (SW) Entrance and were not requested to provide identification upon entering.

A review of the CCTV coverage showed the following:

Time	
1043	UAP [REDACTED] and an elderly female arrive on property in a dark Sedan.
1045	UAP [REDACTED] and the two females approach the SW entrance.
1046:20	UAP [REDACTED] walks between Security Officer [REDACTED] and Security Officer [REDACTED]. Officer [REDACTED] is observed identifying and placing a wristband on a unknown female patron. Officer [REDACTED] is observed failing to request identification from UAP [REDACTED] as she walks past him. It appears Officer [REDACTED] is distracted by the conversation Officer [REDACTED] and the unknown female are having.
1051:45	UAP [REDACTED] enters the Rush Rewards Patron line.



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1056:50	UAP [REDACTED] exits the line due to the long wait.
1057:15	UAP [REDACTED] walks the [REDACTED] path and arrives at [REDACTED] Both her companions are observed at this game. No gaming is observed by UAP [REDACTED]
1100:30	UAP [REDACTED] and [REDACTED] arrive at [REDACTED].
1101	[REDACTED] inserts currency at [REDACTED] and begins playing while UAP [REDACTED] observes.
1107:17	[REDACTED] inserts more currency. UAP [REDACTED] continues observing.
1112:49	UAP [REDACTED] touches the screen while the game is in Bonus Mode.
1112:56	UAP [REDACTED] touches the screen while the game is in Bonus Mode.
1114:53	UAP [REDACTED] touches the screen while the game is in Bonus Mode.
1119:53	N. [REDACTED] cashes out.
1122	UAP [REDACTED] arrives at [REDACTED] At 1122:40 hrs., UAP [REDACTED] inserts currency and begins gaming.
1123:15	Cocktail Server [REDACTED] asks UAP [REDACTED] if she wants a beverage, but UAP [REDACTED] declines.
1123:45	[REDACTED] cashes out and stands up from [REDACTED]
1124:50	[REDACTED] sits at [REDACTED] inserts a voucher and begins gaming.
1127:15	[REDACTED] cashes out at [REDACTED]
1128:22	[REDACTED] sits at [REDACTED] inserts a voucher and begins gaming.
1130:56	[REDACTED] cashes out at [REDACTED]
1132:55	[REDACTED] sits at [REDACTED] inserts currency and begins gaming.
1143:39	UAP redeems a voucher at the [REDACTED] for an unknown amount of currency.
1144:35	UAP [REDACTED] walks through [REDACTED] and sits at [REDACTED] UAP [REDACTED] inserts currency and begins gaming.
1146:17	UAP [REDACTED] cashes out at [REDACTED] and departs towards [REDACTED]
1149:45	UAP [REDACTED] sits at [REDACTED] inserts an unknown item and begins gaming.
1158:14	UAP [REDACTED] cashes out and departs [REDACTED] towards Rush Rewards.
1159:32	UAP [REDACTED] sits at [REDACTED] inserts a voucher and begins gaming.
1201:34	UAP [REDACTED] cashes out at [REDACTED] and sits at [REDACTED] while N. [REDACTED] games at [REDACTED]
1205:30	UAP [REDACTED] sits at [REDACTED] inserts a voucher and begins gaming.
1208:23	UAP [REDACTED] cashes out and walks through [REDACTED] towards [REDACTED]
1227:40	UAP [REDACTED] redeems a voucher at the [REDACTED]
1235:48	UAP [REDACTED] sits at [REDACTED] inserts currency and begins gaming.
1332:23	UAP [REDACTED] arrives at Rush Rewards. Marketing Ambassador [REDACTED] denies UAP [REDACTED] a Players Card.
1333:45	UAP [REDACTED] departs Rush Rewards and Ambassador [REDACTED] alerts Officer [REDACTED] of UAP [REDACTED]
1334:45	Officer [REDACTED] contacts UAP [REDACTED] and N. [REDACTED] at [REDACTED]



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1335	Officer [REDACTED] escorts UAP [REDACTED] down the [REDACTED] path to SW Exit.
1336	Security Supervisor [REDACTED] escorts UAP [REDACTED] to the Security Office to excluded her.
1338	Supervisor [REDACTED] UAP [REDACTED] and N. [REDACTED] arrive in the Security Office.
1343:20	Officer [REDACTED] escorts UAP [REDACTED] and N. [REDACTED] out of Rivers.

After a review of the facts and circumstances as outlined above, evidence shows UAP [REDACTED] to be on the Gaming Floor for close to three hours. In addition, UAP [REDACTED] engaged in play on at least 12 gaming devices. As such, Rivers Casino and Resort is in violation of 9 NYCRR § 5313.2(d)(3) and (4). Paragraph (3) states that a gaming facility licensee shall not allow or permit any person who is under 21 years of age to be present on the gaming floor without the escort of a licensed gaming facility employee and for longer than necessary to reach a destination that is not on the gaming floor. Paragraph (4) provides that a gaming facility licensee shall not allow or permit any person who is under 21 years of age to make any wager at any such gaming facility.

A violation of paragraph (3) carries a fine of \$10,000 for a third occurrence. As a reminder, the second occurrence was set forth in my letter of April 3, 2017. Accordingly, the Division of Gaming hereby levies a fine of \$10,000 for a third violation of 9 NYCRR § 5313.2 (d)(3).

A violation of paragraph (4) carries a mandatory fine of \$20,000 for a second occurrence. As a reminder, the first occurrence was set forth in my letter of March 7, 2017. Accordingly, the Division of Gaming hereby levies a fine of \$20,000 for a second violation of 9 NYCRR § 5313.2 (d)(4). Please remit the cumulative amount of these fines (\$30,000) to the New York State Gaming Commission within 30 days of this letter. [REDACTED]

If you wish to contest either of the violations contained in this letter, you may request a hearing pursuant to Article 3 of the State Administrative Procedure Act and Article 13 of the Racing, Pari-Mutuel Wagering and Breeding Law. Please submit a request for a hearing to Kristen Buckley, Acting Secretary to the Commission, New York State Gaming Commission, One Broadway Center, Schenectady, New York 12305 within 30 days of receipt of this letter.

Sincerely,

Thomas A. Anapolis  
Director, Division of Gaming