



**Submit as Exhibit X.A.6. a description of the processes proposed to address problem gambling at the other facilities it owns or controls, the effectiveness of those processes, and the metrics the Applicant will use to determine the effects.**

MRMI utilizes the CPG Plan<sup>1</sup> at the Monticello Casino and Raceway (“MCR”) in Monticello, NY. The CPG Plan includes the processes utilized at MCR and proposed to be utilized at Montreign Resort Casino to address problem gambling.

The MRMI Responsible Gaming Committee (“RG Committee”), which is comprised of the Assistant General Managers of Casino and Marketing and Racing and Facilities; the Directors of Finance, Food & Beverage, IT, Pari-Mutuel, Security and Surveillance; and the Chief Compliance Officer, has been in effect since March 2013. The Chief Compliance Officer, Nanette L. Horner, serves as the Chair of the RG Committee. Ms. Horner is also the Chair of the NCPG Membership Committee and in June 2014 was elected to the NCPG Board of Directors. While the RG Committee held bi-monthly meetings at its inception, the RG Committee now meets monthly. The RG Committee is responsible for:

- Developing and maintaining the CPG Plan,
- Monitoring and reviewing the operation and contents of the responsible gaming programs and related materials,
- Recommending policies and procedures in an effort to enhance the effectiveness of the responsible gaming programs,

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<sup>1</sup> See Attachment X.A.1.-1.

- Promoting and supporting continuous improvement in the responsible gaming programs,
- Encouraging and promoting awareness of responsible gaming to employees and guests, and
- Reviewing and determining disciplinary action for employee violations of policies relating to compulsive, problem, underage and intoxicated gambling, gambling by individuals on the self-exclusion and exclusion lists and unattended minors.

In March 2014, the RG Committee organized creative activities, to last throughout the month, that were aimed at educating MCR employees about responsible gaming and how it applies to their work. Activities included responsible gaming contests with games such as word search, cryptogram, scavenger hunt and a game to identify underage individuals from a series of photos. Informational posters were displayed in back-of-house areas and there was a display of information and materials in the MRMI employee dining room. The posters and MRMI's responsible gaming materials formed the basis of the scavenger hunt to teach and test employee knowledge in a fun and exciting way. Additionally, MRMI unveiled its revised Responsible Gaming web page which provides information, tools and links for assistance related to responsible gaming. The Responsible Gaming web page can be located by following the Responsible Gaming link on Empire Resorts Inc.'s website ([www.empireresorts.com](http://www.empireresorts.com)), Monticello Casino's website ([www.monticellocasinoandraceway.com](http://www.monticellocasinoandraceway.com)), Monticello Raceway's website ([www.monticelloraceway.com](http://www.monticelloraceway.com)) and Montreign Resort Casino's website ([www.montreign.com](http://www.montreign.com)).



The Chair of the RG Committee, Nanette L. Horner, was Deputy Chief Counsel with the Pennsylvania Gaming Control Board ("PGCB") in 2005 and served as the first Director of the Office of Compulsive and Problem Gambling ("OCPG") with the PGCB from 2006 until 2010, where she was responsible for the review of research and the exploration of programs related to the prevention, awareness, education and treatment of gambling problems. Ms. Horner created the OCPG, and drafted the PGCB regulations related to compulsive and problem gambling, intoxicated gambling, underage gambling and self-exclusion and exclusion programs. She implemented Pennsylvania's self-exclusion program including the development of the self-exclusion intake interview and form, and established a Responsible Gaming Consortium consisting of the PGCB, PA Lottery, PA Department of Health, Council on Compulsive and Problem Gambling of Pennsylvania and other stakeholders. Ms. Horner is Chair of NCPG's Membership Committee and is on the Board of Directors. She was on the conference advisory board to the National Center for Responsible Gaming and was a participant in the Ontario Responsible Gaming Committee's "Insight Forum," a 2-day gathering of 35 experts, professionals and stakeholders to discuss, debate and collect information on issues relevant to informed decision making in gaming. She is a member of the International Masters of Gaming Law and its Responsible Gaming Committee.

The metrics that Montreign will use to determine the effects of the processes proposed to address problem gambling, and the relative effectiveness of the processes in place at MCR, include:

- The number of individuals on the self-exclusion list, which is currently 103 at MCR,
- The number of individuals carded as suspected of being underage, which is approximately 20-25 individuals per day midweek and approximately 50 to 60 per day on weekends at MCR, with approximately 12 per day identified as underage or who have failed to provide ID and are denied entry,
- The number of identified self-exclusion and exclusion violators, which is currently 8 at MCR, with approximately 20-30 that have been identified prior to entering the gaming floor and denied entry,
- Monthly RG Committee meetings,
- All employees having received NYCPG training and certification, and all 288 employees at MCR have received such training and certification, and
- All managers and above, and employees who have guest contact, having received TIPS training.