



Q4 2023 Report Massachusetts Gaming Commission

Feb 29, 2024

Revenue, Taxes, Lottery & Spend Update

MGM Springfield Q4 2023

Q4 2023 Gaming Revenue & Taxes

Month	Gaming Revenue	MA Taxes
October	\$21,534,948	\$5,383,737
November	\$21,495,178	\$5,373,795
December	\$23,610,280	\$5,902,570
Total	\$66,640,406	\$16,660,102

2023 YOY Gaming Revenue & Taxes

Year	Quarter	Table Games Revenue	Slots Gaming Revenue	Total Gaming Revenue	MA Taxes
2022	Q1	\$13,877,719	\$48,936,406	\$62,814,125	\$15,703,531
	Q2	\$12,384,117	\$52,454,169	\$64,838,286	\$16,209,571
	Q3	\$12,930,756	\$51,151,446	\$64,082,202	\$16,020,550
	Q4	\$14,454,146	\$52,948,701	\$67,402,847	\$16,850,712
	Total	\$53,646,738	\$205,490,721	\$259,137,459	\$64,784,365
2023	Q1	\$14,087,437	\$56,103,441	\$70,190,878	\$17,547,719
	Q2	\$14,999,105	\$54,294,938	\$69,294,043	\$17,323,511
	Q3	\$10,812,302	\$53,670,606	\$64,482,908	\$16,975,861
	Q4	\$13,237,327	\$53,403,080	\$66,640,406	\$5,902,570
	Total	\$53,136,170	\$217,472,065	\$270,608,235	\$68,507,192

Q4 2023 Sports Wagering Revenue



Month	Taxable Revenue	Taxes
October	\$163,475	\$24,521
November	\$67,835	\$10,175
December	\$259,587	\$38,938
Total	\$490,897	\$73,634

Month	Taxable Revenue	Taxes
October	\$4,275,414	\$855,082
November	\$2,992,596	\$598,519
December	\$3,079,940	\$615,988
Total	\$10,347,950	\$2,069,589

Q4 2023 Lottery

Month	Lottery Sales	% Change from Previous Year
October	\$103,958	(33%)
November	\$106,785	(5%)
December	\$146,617	22%
Total	\$357,359	(8%)

2023 YOY Lottery Sales

Year	Quarter	Lottery Sales	% Change from Previous Year
2022	Q1	\$311,307	-
	Q2	\$367,556	-
	Q3	\$347,245	-
	Q4	\$387,297	-
	Total	\$1,413,404	-
2023	Q1	\$356,136	14%
	Q2	\$394,232	7%
	Q3	\$372,821	7%
	Q4	\$357,359	(8%)
	Total	\$1,480,547	7%

Q4 2023 Diversity Spend

Diversity Category	Annual Goal	Q4%	Q4 Spend
MBE Vendor Spend	10%	7%	\$448,432
VBE Vendor Spend	2%	3%	\$168,674
WBE Vendor Spend	15%	11%	\$733,448
Total	27%	21%	\$1,350,553

Note: Diversity spend in Q4 2022 was 12%.

2023 Local Spend

Diversity Category	Q1%	Q1 \$	Q2%	Q2 Spend	Q3%	Q3 Spend	Q4%	Q4 Spend
Local* Vendor Spend	40%	\$2,405,270	47%	\$3,045,368	43%	\$1,821,305	50%	\$3,257,693
MA Vendor Spend	49%	\$2,918,329	57%	\$3,737,964	47%	\$1,994,366	60%	\$3,880,338

Note: Total Biddable Spend excludes gaming vendors, utilities, insurance, banking fees/services, and other expenses outlined within the American Gaming Association Diversity Spending Exclusion List (MGM Springfield Diversity and Affirmative Marketing Program - Appendix D).

*Local Vendor Spend includes Springfield, Surrounding Communities and Western Massachusetts.

Q4 Diversity Procurement Efforts

Q4 Diversity Procurement Events:

- 10/5/2023 – GNEMSDC Annual Business Opportunity Conference
- 10/18/2023 – Western Mass Developers Council
- 10/25/2023 – NMSDC Conference & Exchange
- 12/6/2023 – CWE Annual Supplier Diversity Awards & Matchmaking Event



Compliance

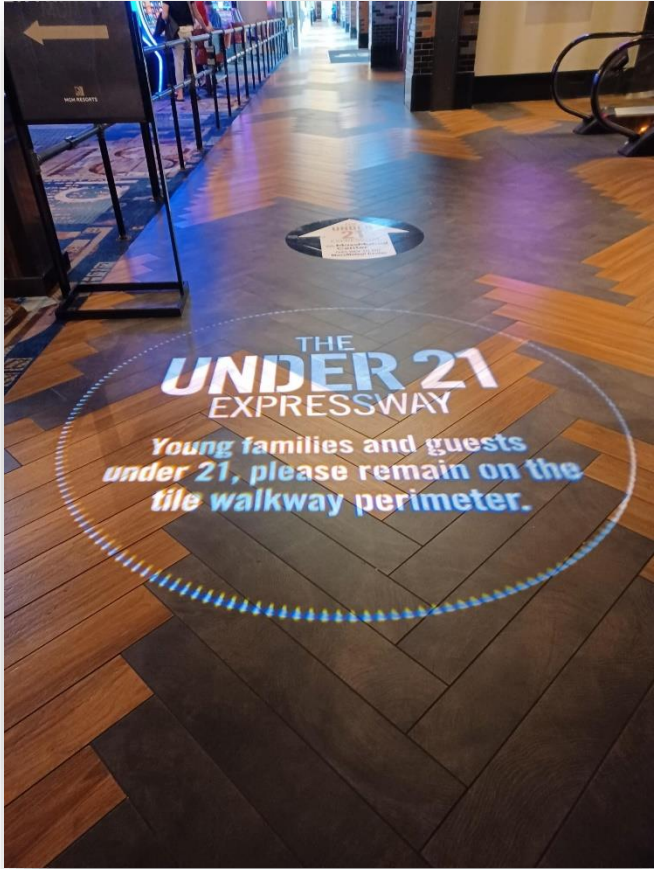
MGM Springfield Q4 2023

Q4 2023 Compliance

Month	Minors Intercepted in Gaming Area and prevented from Gaming	Compared to 2019	% Change	Minors intercepted Gaming	Compared to 2019	% Change	Minors Intercepted consuming alcohol	Compared to 2019	% Change
Oct	18	155	-88%	2	10	-80%	1	3	-66%
Nov	17	156	-90%	3	11	-82%	0	1	-100%
Dec	31	204	-85%	6	9	-33%	1	6	-83%

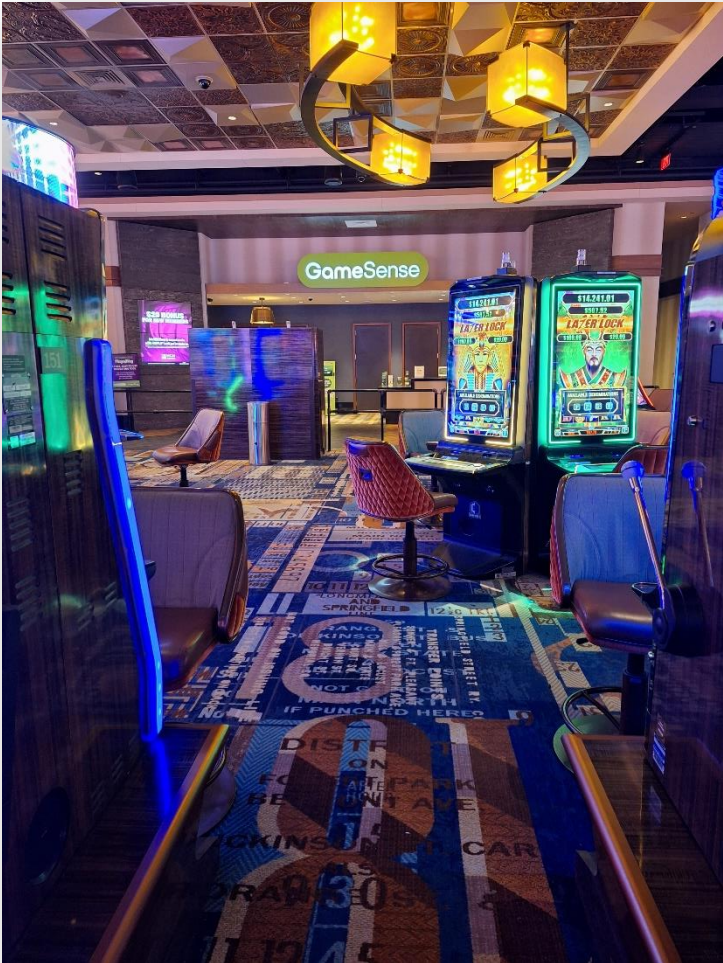
- Longest time in Gaming Area – 3 hour 45 minutes
- Shortest time in Gaming area – 3 seconds
- 11 underage were under 18 years old, the remaining 55 across the quarter, were between the ages of 18 – 21.

Q4 2023 Compliance

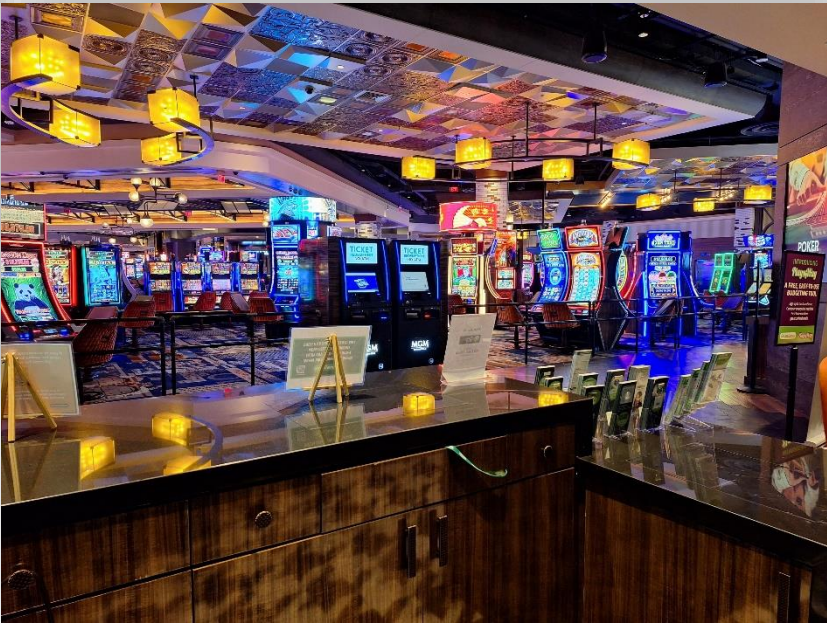


Marketing took the initiative again to update "Under 21 Expressway" decals.

Q4 2023 Compliance



GameSense Center visibility since removal of two Ticket Redemption Units.



Angles showing from within the GameSense Center, and from the Gaming Area.

Q4 2023 Compliance



Security Officer Tanner McTaggart was awarded a “Star of the SHOW,” for his diligence in detecting underage within the Gaming Area and removing them quickly.

Employment

MGM Springfield Q4 2023

2023 Employment Numbers

2023	Goals	Q1 2023 %	Q1 2023 Total # of Employees	Q2 2023 %	Q2 2023 Total # of Employees	Q3 2023 %	Q3 2023 Total # of Employees	Q4 2023 %	Q4 2023 Total # of Employees
Minority	50%	51%	759	51%	757	50%	747	50%	752
Veteran	2%	5%	70	5%	67	4%	64	4%	63
Women	50%	41%	605	41%	605	41%	614	41%	610
Springfield Residents	35%	39%	582	37%	553	38%	564	38%	566
Western MA Residents	-	76%	1,125	76%	1,128	76%	1,132	77%	1,146
MA Residents	-	77%	1,147	77%	1,143	78%	1,160	78%	1,171
Total # Of Gaming Establishment Employees*	-		1,488		1,484		1,490		1,495
Full Time	-		959		961		960		962
Part Time	-		324		308		310		298
On Call	-		205		215		220		235

- MGM Springfield Employment **increased by 8% year over year** (from Q4 2022 to Q4 2023.)
- MGM Springfield Sportsbook currently employs 11 team members.

Q4 2023 Workforce & Hiring Initiatives

- Property Tours & Career Presentations:
 - Holyoke Community College
 - Manchester Community College 10/13
 - University of Massachusetts 11/3, 11/27
 - Veteran's Administration
 - Parent Villages
 - Westover Job Corps
- Job Fairs
 - Johnson & Wales
 - Springfield Technical Community College
 - Western New England University
 - MassHire
- Workforce Development:
 - Dress for Success Career Conversations 12/7
 - CORI Expungement Event
 - Disability Inclusion Panel Discussion
- Recognition by Viability as an employer inclusive of people with disabilities



PLEASE JOIN US FOR
**CONVERSATIONS
WITH THE MGM
SPRINGFIELD
HIRING TEAM!**

IF YOU ARE INTERESTED IN

- Culinary
- Customer Service
- Hotel/Hospitality
- Gaming
- Marketing
- Sales
- Security
- Warehouse

or if you're just not sure
what you want to be

THIS EVENT IS FOR YOU!

**THURSDAY, DECEMBER 7
4:00PM - 6:00PM
45 LYMAN STREET, SPRINGFIELD**

Parking is on-street or in the Taylor Street Garage
Please bring your resume and dress for success!

For more information, contact Jess at
dressforsuccessprograms@gmail.com



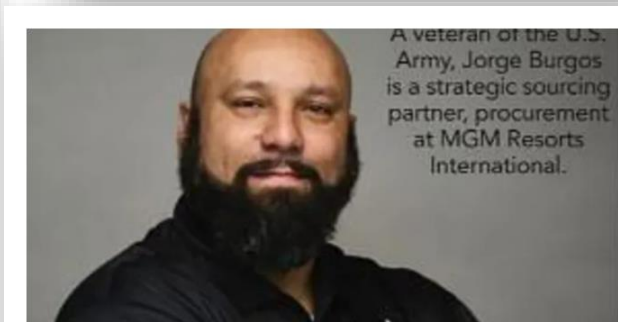
**Employer Partner
2023-24**



VIABILITY
THRIVE BEYOND LIMITS

viability.org

Disability Inclusion Works



MGM Springfield's Jorge Burgos Featured in Hispanic Career World

Read about Jorge Burgos, Strategic Sourcing partner at MGM Springfield, in this month's Hispanic Career World. Congratulations, Jorge! Thank you for representing...

Community Outreach, Special Events and Development

MGM Springfield Q4 2023

Q4 2023 Community Outreach & Special Events



Rays of Hope



Veteran's Day



Adopt-a-School Donation



Dress for Success

Suit Up Springfield



Toys for Tots



Mayflower Marathon



Holiday Surprise Squad

Q4 2023 Community Outreach & Special Events



Criminal Record
Expungement & Job Fair



Dress for
Success of
Western Mass
Job Fair



Tree Lighting & Skating Rink



Boys & Girls Club Festival of Trees



Bright Nights Ball



2023 Community Outreach Milestones

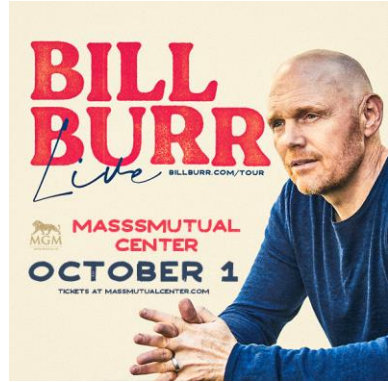
- **Total Volunteer Hours 2023:** 3,001 Hours (125 Days)
- **GIVING UPDATE:** More Than \$1M of Direct & In-kind Nonprofit Support Since 2018
- **Total Foundation Support from MGM Springfield Team 2023:** 9.1% (more than double 2022 participation)
- **Community Impact:**
 - 100+ items donated to Dress for Success/Suit Up Springfield
 - \$225K in nonperishables to Springfield's Open Pantry
 - Collected 2,500+ Toys for Toys for Tot
 - Rays of Hope Walk Sponsor/Walk Team
 - Veteran's Flagging (local cemeteries)
- **Upcoming Opportunities:**
 - Friends of the Homeless
 - Career Day at Kiley
 - AND MORE!



Entertainment

MGM Springfield Q4 2023

Q4 Entertainment at Mass Mutual Center



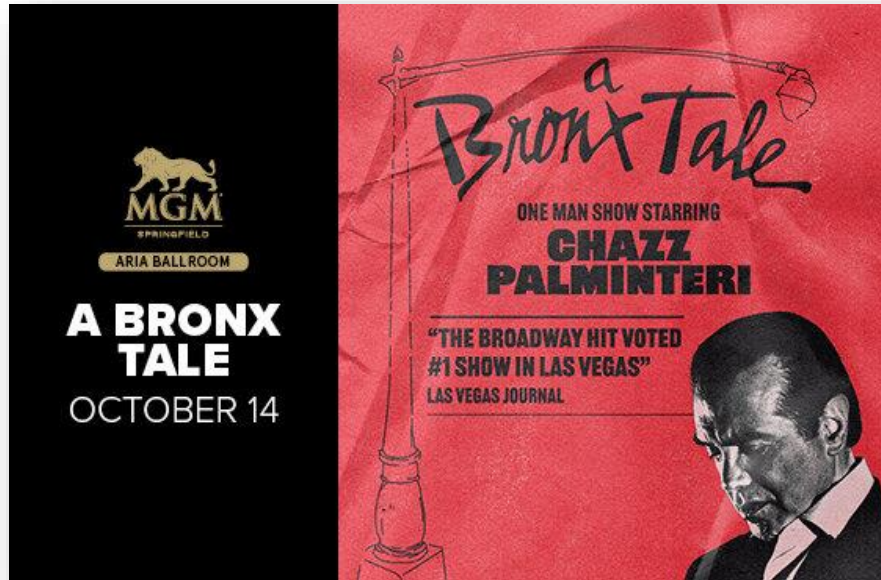
10 Games



20 Games



Q4 Entertainment – ARIA Ballroom



MGM
SPRINGFIELD
ARIA BALLROOM

A BRONX TALE

OCTOBER 14

a Bronx Tale
ONE MAN SHOW STARRING
CHAZZ PALMINTERI

"THE BROADWAY HIT VOTED
#1 SHOW IN LAS VEGAS"
LAS VEGAS JOURNAL

A poster for the one-man show 'A Bronx Tale' starring Chazz Palminteri. The background is red with a white scale of justice. A black and white portrait of Chazz Palminteri is in the bottom right corner.



50TH ANNIVERSARY TOUR
A.J. CROCE PRESENTS

CROCE PLAYS CROCE

MGM
SPRINGFIELD
ARIA BALLROOM

OCTOBER 27
ticketmaster®
ON SALE MARCH 31 @ 12PM

A poster for A.J. Croce's 50th Anniversary Tour. It features two photos of A.J. Croce playing acoustic guitar. The text is in white and gold on a dark background.



MGM
SPRINGFIELD
ARIA BALLROOM

AUSTRALIA'S THUNDER FROM DOWN UNDER

DECEMBER 2

ticketmaster®
ON SALE JUNE 2 @ 10AM

GIRLS' NIGHT OUTBACK
AUSTRALIA'S
THUNDER FROM DOWN UNDER
FROM
(GET) (LUCKY) 2023 WORLD TOUR

ThunderFromDownUnder.com | @ThunderVegas | #ThunderVegas

A poster for the 'Thunder From Down Under' show. It features a group of five shirtless male performers. The text is in yellow and white on a black background.



TUSK
THE WORLD'S #1 TRIBUTE TO FLEETWOOD MAC

NEW YEAR'S EVE

Sunday, December 31 - ARIA Ballroom

MGM
SPRINGFIELD

ticketmaster®
ON SALE SEPT 29 @ 10AM

A poster for the 'Tusk' New Year's Eve event. It features a group of five performers dressed in 1970s-style clothing. The text is in green and white on a white background.

Q4 Entertainment – Symphony Hall

THINGS AREN'T WHAT THEY WERE...

BOB DYLAN

"ROUGH AND ROWDY WAYS"

NOW APPEARING

WORLD WIDE TOUR 2021-2024

NOVEMBER 1ST

SYMPHONY HALL
SPRINGFIELD, MA

SYMPHONY HALL
SPRINGFIELD

BRIT FLOYD

OCT 29

ticketmaster®
ON SALE JUNE 30 @ 10AM

BRIT FLOYD

50 YEARS OF
DARK SIDE

CELEBRATING 50 YEARS OF
THE DARK SIDE OF THE MOON

SYMPHONY HALL
SPRINGFIELD

JERRY SEINFELD

DEC 2

ticketmaster®
ON SALE SEPTEMBER 15 @ 10AM



SYMPHONY HALL
SPRINGFIELD

CHELSEA HANDLER

NOV 18



SYMPHONY HALL
SPRINGFIELD

MAVERICK CITY MUSIC

NOV 21

ticketmaster®
ON SALE AUGUST 25 @ 10AM

THE MAVERICK WAY

Tour

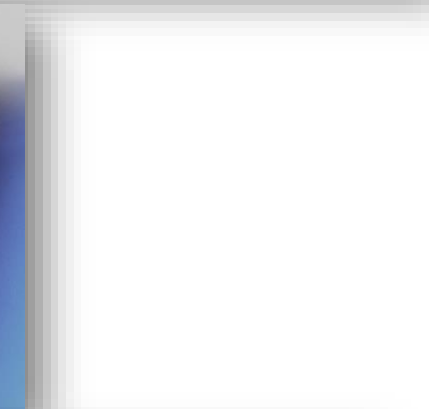
Maverick City Music

FEATURING NOAH SCHNACKY, TRAVIS GREENE,
TODD GALBERTH, FORWARD CITY MUSIC AND JEWELERS

SPRINGFIELD, MA
SYMPHONY HALL
11.21

TICKETS ON SALE NOW AT TICKETMASTER.COM

UN+



SYMPHONY HALL
SPRINGFIELD

BLIPPI

The Wonderful World Tour

OCTOBER 6



SYMPHONY HALL
SPRINGFIELD

CIRQUE MUSICA

DEC 6



JOE BONAMASSA

LIVE IN CONCERT

NOV 24

SPRINGFIELD
SYMPHONY HALL

Q4 Entertainment – ROAR!



A promotional graphic for ROAR! COMEDY CLUB. On the left, the text reads "ROAR! COMEDY CLUB" in red and white, followed by "NOVEMBER SHOWS" in red. Below that, it says "Visit MGMSpringfield.com/ROAR for tickets and more info." and the MGM Springfield logo. On the right, there are four portraits of comedians arranged in a 2x2 grid. Each portrait has a red banner at the bottom with the comedian's name and dates: Ryan O'Flanagan (NOV 3-4), Casey Balsham (NOV 17-18), Lisa Marie (NOV 25), and Ray Harrington (NOV 25).

A portrait of comedian Bill Posley, a Black man with a large afro, looking slightly to the side.

ROAR!
COMEDY CLUB
BILL POSLEY
DEC 1-2

A portrait of comedian Che Durena, a man with a beard and mustache, looking directly at the camera.

ROAR!
COMEDY CLUB
CHE DURENA
DEC 8-9

A portrait of comedian Rich Vos, a man wearing a straw hat and a dark t-shirt, looking off to the side.

ROAR!
COMEDY CLUB
RICH VOS
DEC 15-16

A portrait of comedian Rafi Gonzalez, a man wearing a black baseball cap and a dark plaid shirt, smiling.

ROAR!
COMEDY CLUB
RAFI GONZALEZ
DEC 23-24

A portrait of comedian Craig Conant, a man with long hair and a beard, wearing a black baseball cap and a dark jacket, with his hands on his head.

ROAR!
COMEDY CLUB
CRAIG CONANT
DEC 29-31

Entertainment - Upcoming

FREE MUSIC FRIDAYS **WINTER EDITION**

Jan 26 - 7:30 to 9:00 p.m.
THE BLUSHING BRIDES
The Original Tribute to the Rolling Stones

Feb 2 - 7:30 to 9:00 p.m.
AQUANETT
Tribute to 80's Rock N' Metal

Feb 9 - 7:30 to 9:00 p.m.
TRAILER TRASH
Today's Modern Country Music

Feb 16 - 7:30 to 9:00 p.m.
DARIK & THE FUNBAGS
New England's #1 Undisputed Party Band

Feb 23 - 7:30 to 9:00 p.m.
THE EAGLES EXPERIENCE
America's Most Authentic Eagles Tribute Show

VOYAGE
CELEBRATING THE MUSIC OF JOURNEY

MARCH 22 · ARIA BALLROOM
ticketmaster®

ROAR!
COMEDY CLUB
ALL IRISH
COMEDY TOUR
MAR 15



Thank you
