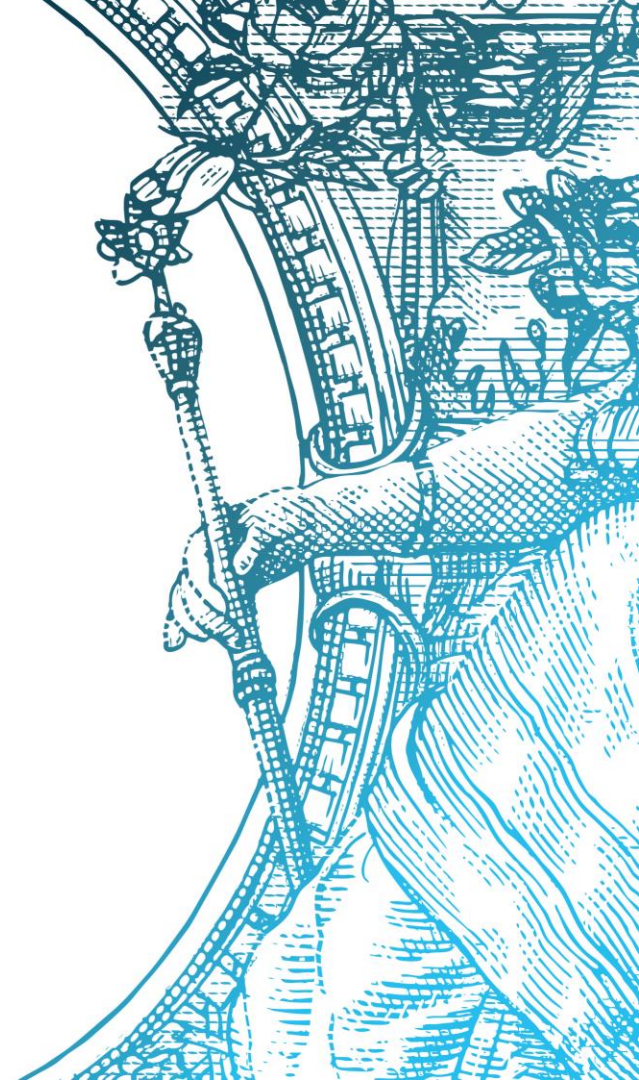


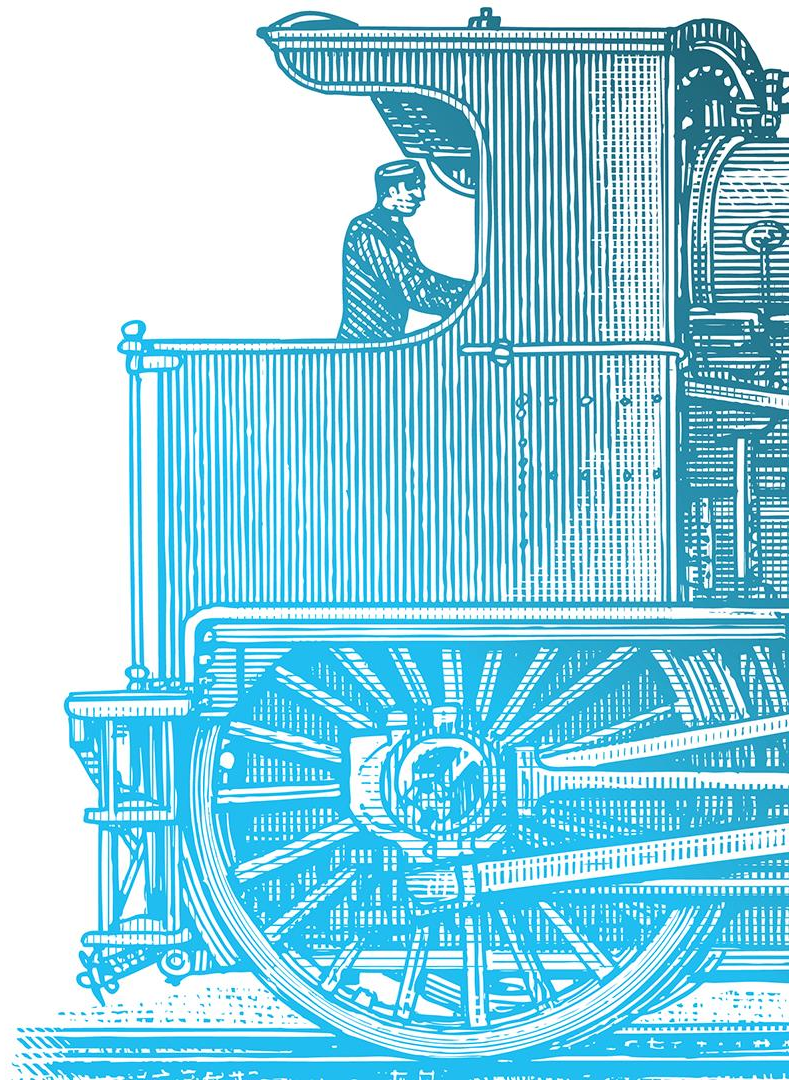
Q3 2019 Report

Massachusetts Gaming Commission

November 21, 2019



HIGHLIGHTS



First Anniversary

ONE-derful Celebration: Saturday, August 24



Now Open: Stadium Gaming



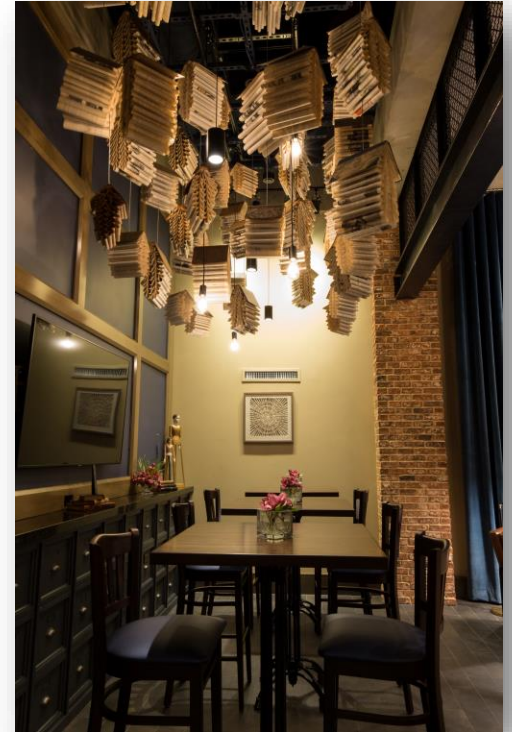
- 24 Terminals
- Four games at one terminal
- Blackjack, Baccarat, Roulette
- \$5 min – \$500 max



VIP Lounge, Hotel Lobby



- Industrial chic
- Hanging Books
- Wall of Safety Deposit Boxes
- Framed historic image of Springfield's Main Street circa 1940s



Opening Summer 2020



Coming January 2020



BOSTON RED SOX WINTER WEEKEND



REVENUE, TAXES, LOTTERY & COMPLIANCE



Q3 2019 Gaming Revenue & Taxes

Month	Gaming Revenue	MA Taxes
July	\$20,366,185	\$5,091,546
August	\$21,259,387	\$5,314,847
September	\$20,180,219	\$5,045,055
TOTAL	\$61,805,791	\$15,451,448

Lottery



Month	Lottery Sales at MGM Springfield
July	\$126,793
August	\$188,846
September	\$148,229

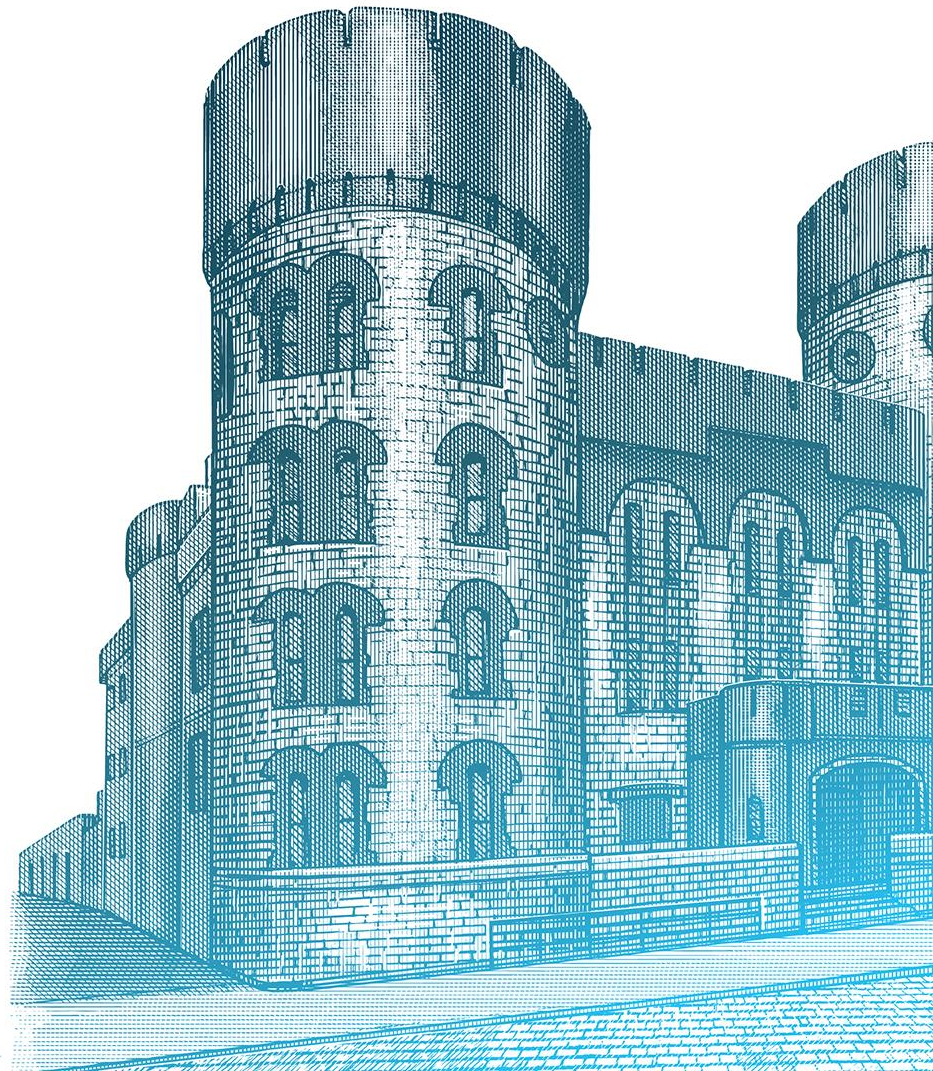


Compliance



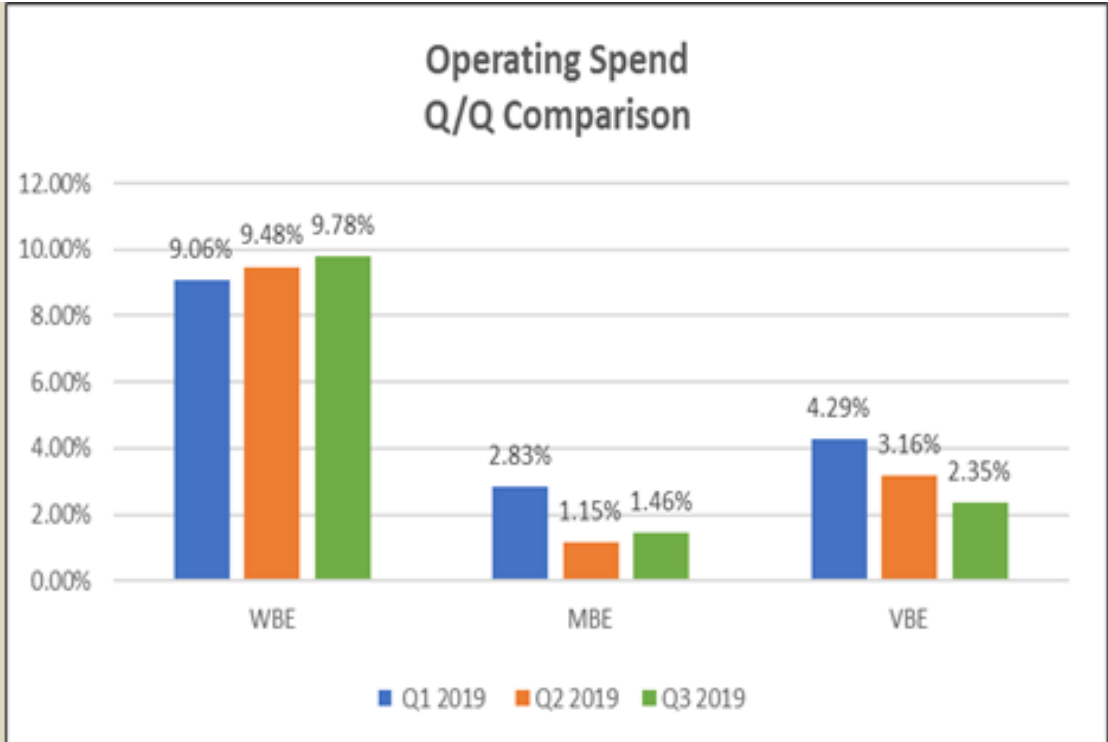
Month	Minors intercepted in Gaming Area and prevented from Gaming (% of visitation)	Minors intercepted gaming (% of visitation)	Minors intercepted consuming alcohol (% of visitation)
July	212(0.045%)	13(0.002%)	0(0.0%)
August	190(0.039%)	21(0.004%)	3(0.0006%)
September	160(0.033%)	9(0.002%)	2(0.0004%)

SPEND UPDATE



Q3 2019 Operating Spend

Diversity Spend



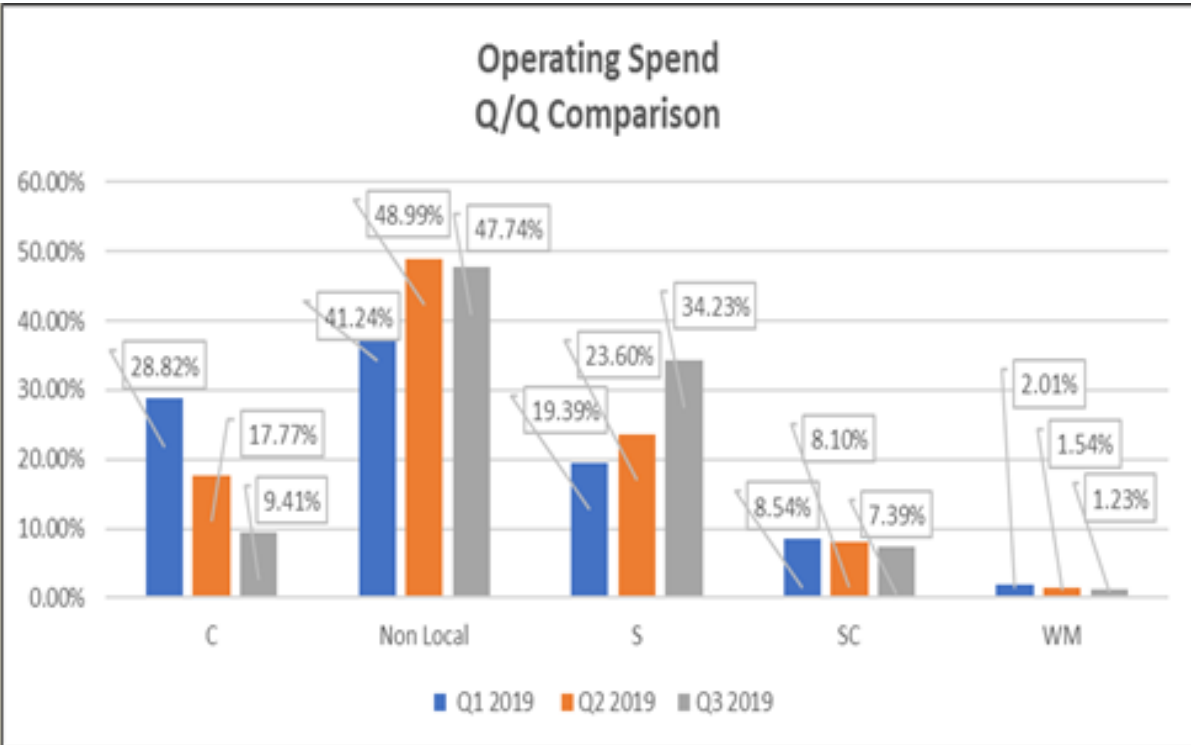
- Notes:**
- Total Biddable Spend for Q3 2019 was \$12.5M
 - Diversity categories defined as;
 - WBE – Women-Owned Business Enterprise
 - MBE – Minority-Owned Business Enterprise
 - VBE – Veteran-Owned Business Enterprise
 - Diversity spend goals defined as;
 - WBE – 15% of Biddable Spend
 - MBE – 10% of Biddable Spend
 - VBE – 2% of Biddable Spend

\$12.5M identified as Biddable Spend
\$1.7M in payments to Diversity Suppliers (13.6%)



Q3 2019 Operating Spend

Local Spend



- Notes:*
- Total Spend for Q3 2019 was \$17.9M
 - Spend segments defined as;
 - Commonwealth (C)
 - Non-Local
 - Springfield (S)
 - Surrounding Communities (SC)
 - Western Massachusetts (WM)

\$9.4M in payments to Mass. Suppliers (52.3%)
\$7.7M in payments to Western Mass. Suppliers (42.9%)



Supplier Spotlight – Park Cleaners



Vendor Outreach

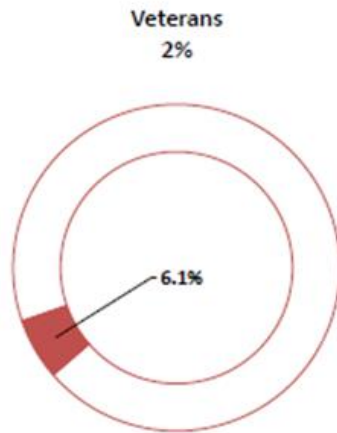
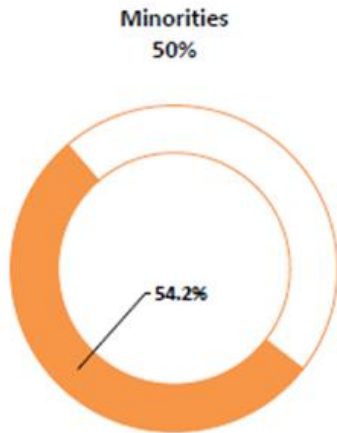
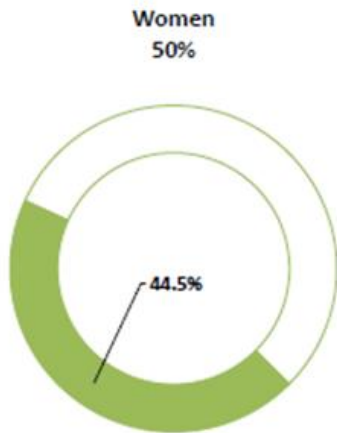
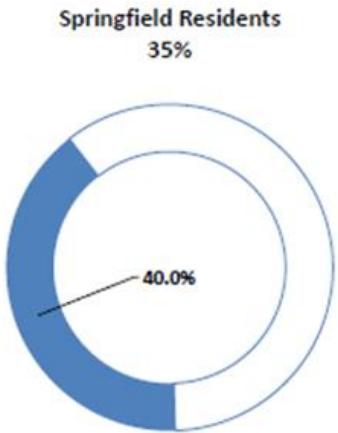
Date	Event	Location
9/10/2019	GNEMSDC Annual Expo	Springfield, MA
9/11/2019	Site Visit – Park Cleaners	Springfield, MA
9/26/2019	<u>Artcraft</u> Vendor Fair	Hadley, MA



EMPLOYMENT



Progress on Hiring Goals



*Represents 2,040 active employees as of 09/30/2019 (Does not include Campus, Tenants, Vendors)

Employment Numbers

	Employees	Full-Time	Part-Time
Totals	2,040	1,495	545
% of Total	100%	73.3%	26.7%

2019	Goals	Q1 %	Q1 #	Q2 %	Q2 #	Q3 %	Q3 #
MINORITY	50%	54.6%	1,258	53.6%	1,100	1,106	54.2%
VETERAN	2%	6.1%	141	6.0%	124	124	6.1%
WOMEN	50%	44.3%	1,021	44.5%	914	907	44.5%
SPRINGFIELD	35%	39.3%	906	40.9%	841	817	40.0%
WESTERN MA RESIDENTS		73.3%	1,687	76.1%	1,564	1,553	76.1%
MA RESIDENTS		75.3%	1,734	77.8%	1,599	1,589	77.8%
TOTAL # OF MGM EMPLOYEES			2,303		2,054		2,040
TOTAL # OF EMPLOYEES OF VENDORS			81		80		108
TOTAL # OF EMPLOYEES @GAMING ESTABLISHMENT			2,384		2,134		2,148

2019 Q3 Recruitment Efforts

- *Student Tours:* UMASS Amherst, HCC ESOL Culinary
- *Mock Interviews:* HCC ESOL Culinary
- *Initiatives:*
 - Hosted Veterans Resource Fair
 - Launched ESOL program for Employees with SPS
 - Open Auditions: Table Game Dealers
 - W MA Employment Collaborative Job Developers Meeting
 - Putnam Vocational hospitality classroom presentations
 - Get Hired CT Career Expo



Workforce Development

- Westfield Tech Academy – *faculty meeting and relaunch of the hospitality partnership*
- Westfield State University – *criminal justice career fair*
- Holyoke Community College – *hospitality students' property tour*
- ENG Inspired Leaders – *meeting with resume review and mock interviews*
- MassHire Keeping Western Mass Working – *job expo*
- Distinguished Employer via MA Regional Employment Collaboratives – *luncheon*
- Springfield Technical Community College – *Career Development Advisory Committee Meeting*
- Veteran career fair in Holyoke, hosted by Veterans, Inc.
- Smith College student property tour (environmental sustainability focus)

Employee Spotlight



Hospitality Internship Program
Graduates: 3

Opportunities: MGMSpringfield.com

[Usher - On-Call - MassMutual Center \(MGM Springfield\)](#)
MGM Springfield | 140281 | Posted Yesterday

[Claims Representative Risk Management \(MGM Springfield\)](#)
MGM Springfield | 136628 | Posted Yesterday

[Kitchen Runner Main Kitchen - Part Time \(MGM Springfield\)](#)
MGM Springfield | 112420 | Posted Yesterday

[Event Usher - On Call \(MGM Springfield\)](#)
MGM Springfield | 128345 | Posted 2 Days Ago

[Kitchen Steward/Cleaner/Dishwasher \(MGM Springfield\)](#)
MGM Springfield | 106163 | Posted 3 Days Ago

[Facility Changeover \(Part-Time\) MassMutual Center \(MGM Springfield\)](#)
MGM Springfield | 108939 | Posted 3 Days Ago

[Guest Room Attendant \(MGM Springfield\)](#)
MGM Springfield | 91221 | Posted 3 Days Ago

[Hotel Engineer \(MGM Springfield\)](#)
MGM Springfield | 145371 | Posted 3 Days Ago

[Special Events Representative - On-Call \(MGM Springfield\)](#)
MGM Springfield | 122918 | Posted 4 Days Ago

[Beverage Manager \(MGM Springfield\)](#)
MGM Springfield | 145369 | Posted 4 Days Ago

[Hair Stylist - Part Time \(MGM Springfield\)](#)
MGM Springfield | 93806 | Posted 8 Days Ago

[South End Market Sous Chef \(MGM Springfield\)](#)
MGM Springfield | 144788 | Posted 11 Days Ago

[Top Golf Manager \(MGM Springfield\)](#)
MGM Springfield | 143992 | Posted 11 Days Ago

[Count Team \(MGM Springfield\)](#)
MGM Springfield | 91363 | Posted 14 Days Ago

[Senior Financial Analyst \(MGM Springfield\)](#)
MGM Springfield | 144503 | Posted 14 Days Ago

[Italian Restaurant Bus/Runner \(MGM Springfield\)](#)
MGM Springfield | 127888 | Posted 17 Days Ago

[Poker Room Dealer \(MGM Springfield\)](#)
MGM Springfield | 134396 | Posted 17 Days Ago

[Event Services Manager \(MGM Springfield\)](#)
MGM Springfield | 143985 | Posted 18 Days Ago

[Italian Restaurant Bus Person \(MGM Springfield\)](#)
MGM Springfield | 129994 | Posted 18 Days Ago

[Slot Technician \(MGM Springfield\)](#)
MGM Springfield | 143602 | Posted 21 Days Ago

[Italian/Steakhouse Cook - Full Time & Part Time \(MGM Springfield\)](#)
MGM Springfield | 142576 | Posted 22 Days Ago

[Ambassador Nightclub/Lounge \(MGM Springfield\)](#)
MGM Springfield | 118264 | Posted 22 Days Ago

[Food and Beverage Cashier - Part Time \(Springfield\)](#)
MGM Springfield | 101323 | Posted 23 Days Ago

[Workforce Management Specialist \(MGM Springfield\)](#)
MGM Springfield | 143776 | Posted 24 Days Ago

[Italian Restaurant Server - Part time \(MGM Springfield\)](#)
MGM Springfield | 109155 | Posted 25 Days Ago

[Cook - Full Time & Part Time \(MGM Springfield\)](#)
MGM Springfield | 142574 | Posted 28 Days Ago

[Slot Operations Shift Manager \(MGM Springfield\)](#)
MGM Springfield | 143398 | Posted 29 Days Ago

[Steakhouse Pantry Worker \(MGM Springfield\)](#)
MGM Springfield | 110978 | Posted 29 Days Ago

[VIP Lounge Server - Part Time \(MGM Springfield\)](#)
MGM Springfield | 142360 | Posted 30+ Days Ago

[Host Person \(MGM Springfield\)](#)
MGM Springfield | 138588 | Posted 30+ Days Ago

[Banquet Server - On Call \(MGM Springfield\)](#)
MGM Springfield | 138854 | Posted 30+ Days Ago

[Table Games Dealer - Part Time \(MGM Springfield\)](#)
MGM Springfield | 134836 | Posted 30+ Days Ago

[Steakhouse Cocktail Server \(MGM Springfield\)](#)
MGM Springfield | 141753 | Posted 30+ Days Ago

[Tap Sports Bar Bussperson - Full Time \(MGM Springfield\)](#)
MGM Springfield | 127890 | Posted 30+ Days Ago

[Steakhouse Sommelier \(MGM Springfield\)](#)
MGM Springfield | 141521 | Posted 30+ Days Ago

[Manicurist \(MGM Springfield\)](#)
MGM Springfield | 138641 | Posted 30+ Days Ago

[Manicurist - Part-time \(MGM Springfield\)](#)
MGM Springfield | 93795 | Posted 30+ Days Ago

[Steakhouse Apprentice Bartender - Part Time \(MGM Springfield\)](#)
MGM Springfield | 89666 | Posted 30+ Days Ago

[Steakhouse Bus/Runner](#)
MGM Springfield | 125755 | Posted 30+ Days Ago

[Cal Mare Fountain Worker - Part Time \(MGM Springfield\)](#)
MGM Springfield | 140498 | Posted 30+ Days Ago

[Table Games Dealer - Full Time \(MGM Springfield\)](#)
MGM Springfield | 134835 | Posted 30+ Days Ago

[Model Bus/Runner Commonwealth Lounge - Part-Time \(MGM Springfield\)](#)
MGM Springfield | 120083 | Posted 30+ Days Ago

[Nightlife Apprentice Model Bartender - Part Time \(MGM Springfield\)](#)
MGM Springfield | 139104 | Posted 30+ Days Ago

[Esthetician - Part Time \(MGM Springfield\)](#)
MGM Springfield | 138639 | Posted 30+ Days Ago

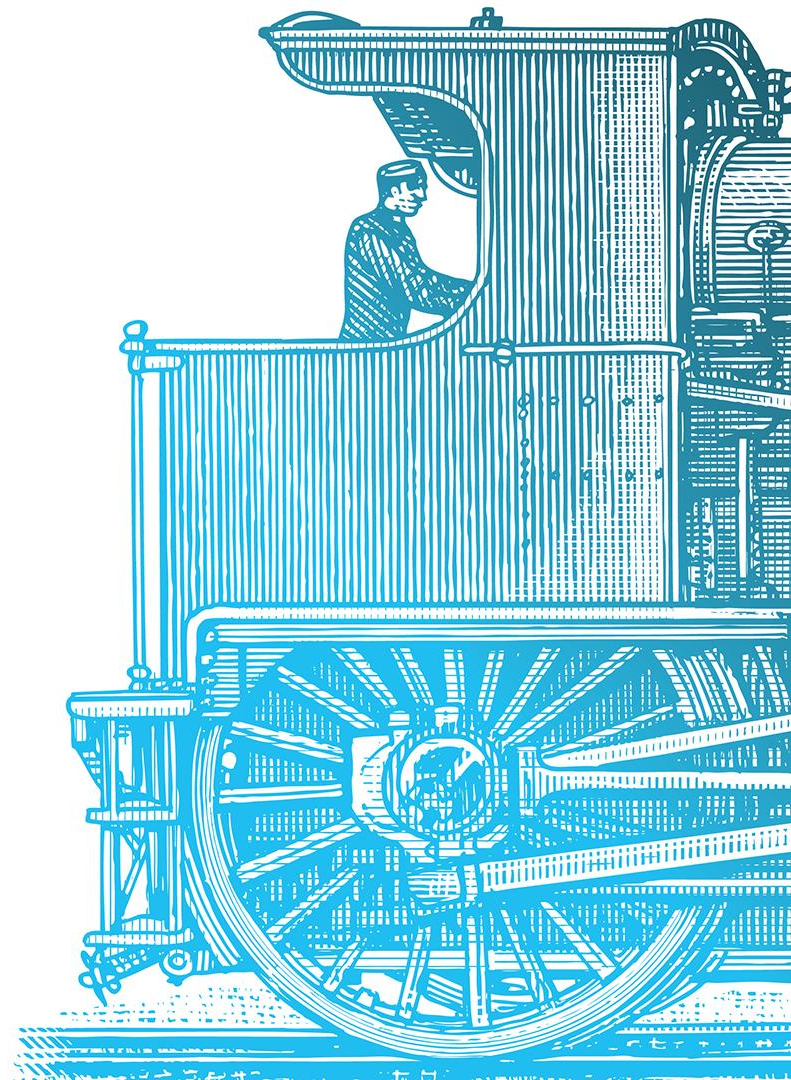
[Massage Therapist \(MGM Springfield\)](#)
MGM Springfield | 132593 | Posted 30+ Days Ago

[Massage Therapist - Part-time \(MGM Springfield\)](#)
MGM Springfield | 138634 | Posted 30+ Days Ago

[Italian Restaurant Host Person \(MGM Springfield\)](#)
MGM Springfield | 101078 | Posted 30+ Days Ago

[Fountain Workers \(MGM Springfield\)](#)
MGM Springfield | 137828 | Posted 30+ Days Ago

MARKETING, EVENTS & ENTERTAINMENT



Marketing

THE DOWNTOWN ROAR
July 2019



JEEP GIVEAWAY
FRIDAY, JULY 5 - 5:00 to 10:00 p.m.

775
ODDS
TIER CREDIT MULTIPLIER

SUMMER CELEBRATION SWIPE & WIN
SPIN & WIN

MGM MILLIONS
Continuous through July 27

July 2019

MGM MILLIONS
You could win \$1,000,000!
May 27 to July 27

EARNING PERIOD: Now through July 27

M life® Rewards members can swipe their card at any promotional kiosk and receive one complimentary set of six numbers for that week's MGM Millions drawing. Earn 1,500 slot points or 2,000 Tier Credits from table play and receive a second entry. (Maximum of five entries allowed per participant, per week. Earning periods run from 8:00 p.m. Saturday to 7:59 p.m. the following Saturday.)

SATURDAY DRAWINGS: Every Saturday at 8:00 p.m.

Participants must swipe at any promotional kiosk starting at 4:00 p.m. to activate their numbers for the 8:00 p.m. drawing. Match even one number and win a prize:

Match 1 Number = \$5 in FREEPLAY*	41
Match 2 Numbers = \$10 in FREEPLAY*	12
Match 3 Numbers = \$100 in FREEPLAY*	9
Match 4 Numbers = \$1,000 in FREEPLAY*	
Match 5 Numbers = \$10,000 in FREEPLAY*	
Match 6 Numbers = \$1,000,000 in Cash!	


SECOND-CHANCE DRAWINGS: Every Saturday at 10:00 p.m.

If you didn't match any of your numbers in the 8:00 p.m. drawing, don't worry... just drop your tickets into the drawing drum at the Promotions Desk. You could be one of five people chosen to each win \$1,000 in FREEPLAY!

Visit the M life Rewards desk for more details.

MGMRESWARDS.COM

THE DOWNTOWN ROAR
August 2019



ONEDERFUL
MERCEDES-BENZ ANNIVERSARY GIVEAWAY

To celebrate our one year anniversary, we're giving away four luxurious 2019 Mercedes-Benz vehicles!

August 2019

ONEDERFUL
MERCEDES-BENZ ANNIVERSARY GIVEAWAY

Help us celebrate our one year anniversary and you could drive away in a brand new 2019 Mercedes-Benz. Wouldn't that be ONEDerful!

Mercedes-Benz Springfield
200 So. Bellamy, Dr. Springfield

August 1 - 2019 Mercedes-Benz C-Class

August 15 - 2019 Mercedes-Benz SUV

THE DOWNTOWN ROAR
September 2019




8CARS8DAYS!
Fri & Sat Drawings! Earn Entries All Month!



September 2019

8CARS8DAYS!
Fri & Sat Drawings
Earn Entries All Month!

ONE CADILLAC & OVER \$15,000 IN PRIZES
every Friday & Saturday night in September

FRIDAYS AND SATURDAYS IN SEPTEMBER
Hosted by 8PM Drawings from 8:00 p.m. to 9:00 p.m., and Grand Prize Drawings at 10:00 p.m.

Earn one entry for every \$20 slot points or \$50 Tier Credits from table play beginning each evening at 8:00 a.m. and ending each Saturday at 11:59 p.m. On Tuesdays and Thursdays, earn double or triple entries!

A cash prize beginning at \$200 p.m. on the day of the drawing by playing in any slot machine on your M life Rewards card or by making into any one of the promotional areas.

GRAND PRIZES:

Friday, September 6	CADILLAC XT5
Saturday, September 7	CADILLAC XT5
Friday, September 13	CADILLAC XT5
Saturday, September 14	CADILLAC XT5
Friday, September 20	CADILLAC XT5
Saturday, September 21	CADILLAC XT5
Friday, September 27	CADILLAC XT5
Saturday, September 28	CADILLAC XT5

*Visit the M life Rewards desk for more details.
Special thanks to our partner, M life Rewards Cadillac at the Forum, CT.





Promotion Winners



Plaza & Armory Activations



MGM LIVE
ON THE PLAZA
PRESENTED BY
THE BIG E
2019

MGM Springfield's Summer Concert Series

May 11 DOKKEN & LAST IN LINE • June 1 COLLECTIVE SOUL & GIN BLOSSOMS
 June 8 HANSON • June 21 MATT + KIM • June 29 VILLAGE PEOPLE
 July 5 THE FAB FOUR: THE ULTIMATE TRIBUTE • July 20 MISTERWIVES
 July 27 WARRANT & FIREHOUSE • Aug. 16 BILLY CURRINGTON • Aug. 23 LOCASH
 Sept. 13 CRASH TEST DUMMIES, SPIN DOCTORS & THE VERVE PIPE

Plus these free shows! TRAILER TRASH • FAT • KUNG FU • SOUL SOUND REVUE • GARY HOEY • SHOKAZOBA • USUALLY NORMAL
 LIVIO GRAVINI & THE FREE SPIRIT SOCIETY / THE KINGS • BLUE EYED BLACKBIRD • NICK FRADIANI • BOSHD • MATT MARATEA
 THE ALCHEMYSTICS / DORREN PIERRE • MICHELLE BROOKS THOMPSON • JODAN • JASON INGRESSELLI • CONSIDER THE SOURCE
 SAVAGE BROTHERS • NINE DAYS • DUPPY CONQUERORS • THE GLEN CAMPBELL & FRIENDS GOODTIME SHOW • SUGARHILL GANG

THANKS TO OUR 2019 MGM LIVE SPONSORS









MGMSpringfield.com
for tickets and more information




Plaza & Armory Activations



Food Truck Fridays



Entertainment & Nightlife



- Aziz Ansari
- Rodney Carrington
- Aerosmith
- NBA Basketball Hall of Fame Ceremony
- Steve Marin & Martin Short
- Boyz II Men

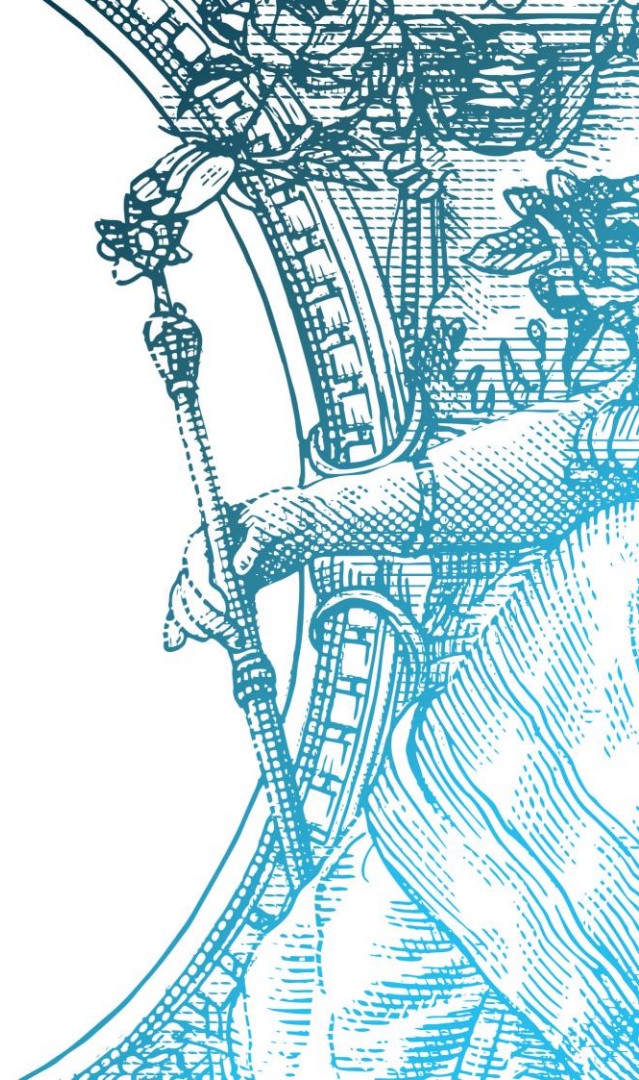
Upcoming Entertainment Calendar – Winter 2019

Date	Event	Location
11/22 - 11/23/2019	ROAR! Cameron Esposito	Armory
11/29/2019	Holiday Kick Off: Ice Rink Opening & Tree Lighting	Plaza
12/5 - 12/7/2019	ROAR! - Ryan Niemiller	Armory
12/7/2019	Lewis Black: The Jokes On Us Tour	Aria Ballroom
12/7/2019	Springfield Symphony Orchestra	Symphony Hall
12/15/2019	Spirit of Springfield Army Band	Symphony Hall
12/19 - 12/21/2019	ROAR! - Matt Braunger	Armory
12/21/2019	Albany Berkshire Ballet	Symphony Hall
12/26 - 12/28/2019	ROAR! - Jared Freid	Armory
12/29 - 12/31/2019	ROAR! - Jamie Kennedy	Armory
12/29/2019	Classical Mystery Tour	Symphony Hall
12/31/2019	Vicki Barbolack & Sam Comroe	Symphony Hall

Upcoming Entertainment Calendar – Winter 2019

Date	Event	Location
1/9 - 1/11/2020	ROAR! Jeff Dye	Armory
1/11/2020	Matt Fraiser: Psychic Medium	Bellagio Ballroom
1/17 - 1/19/2020	Red Sox Winter Weekend	All Venues
1/23 - 1/25/2020	ROAR! Sasheer Zamata	Armory
1/31/2020	LaLa's Burlesque	Aria Ballroom
2/8/2020	Springfield Symphony Orchestra	Symphony Hall
2/21 - 2/22/20	ROAR! Jessica Kirson	Armory
2/22/2020	Springfield Symphony Orchestra	Symphony Hall
3/7/2020	Springfield Symphony Orchestra	Symphony Hall
3/27/2020	Charlie Wilson	Symphony Hall

COMMUNITY ENGAGEMENT



Community Engagement



- Springfield Jazz & Roots Festival
- Springfield Puerto Rican Parade
- Connecticut River Conservancy
- The Big E



Community Engagement

MASSLIVE.COM

Seen@ Thank An Artist celebrating Springfield's creative community at MGM Springfield

By Edward Cohen | Posted on September 22, 2019 4:18 PM | Updated September 23, 2019 9:02 PM



1 / 30

Students and staff of the Community Music School of Springfield Sono Musica performed at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)



2 / 30

L to R- Springfield Cultural Partnership Executive Director Karen Finn and Community Music School of Springfield Executive Director Eileen McCaffery at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)



3 / 30

Students and staff of the Community Music School of Springfield Sono Musica performed at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#) [...More](#)



8 / 30

The Community Music School of Springfield Sono Musica performed at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)



9 / 30

The music group Malado performed at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)



29 / 30

First Lady Renée Flowers and Reverend Dr. Mark E. Flowers at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)



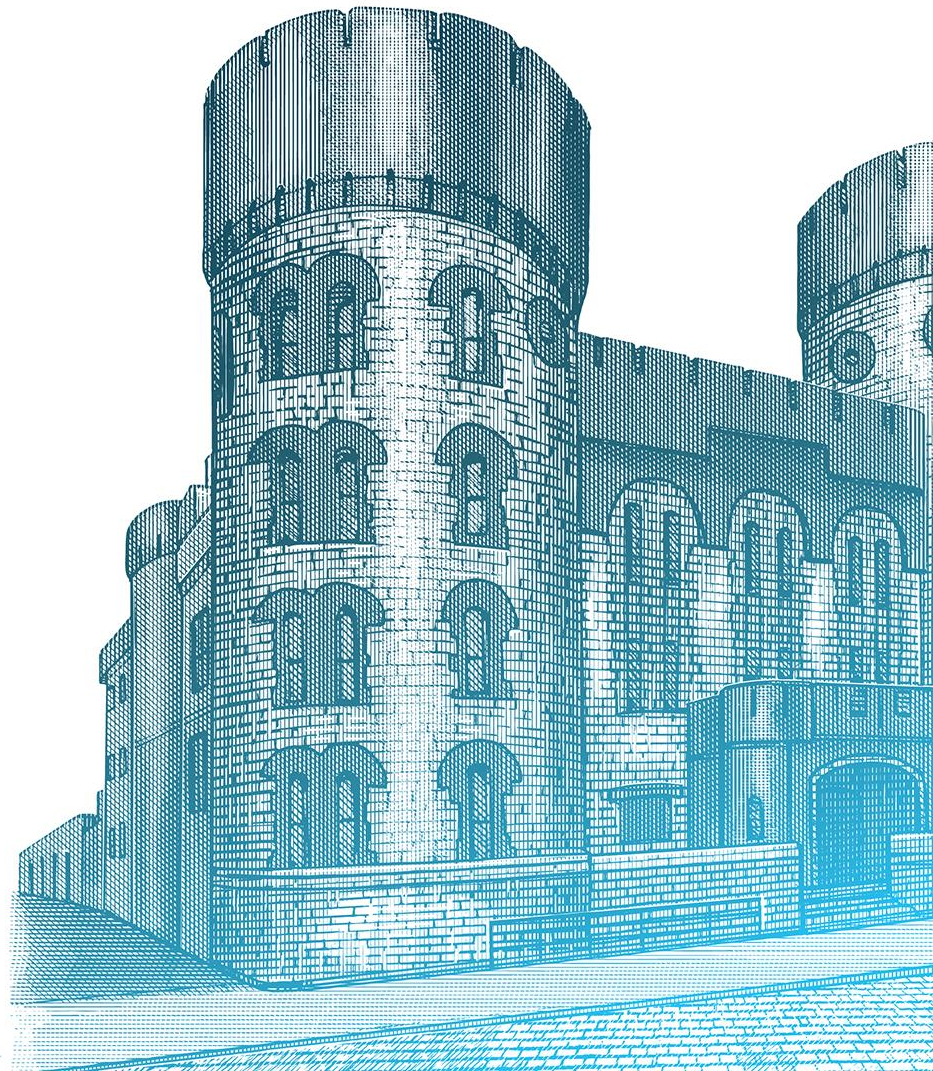
30 / 30

Members of the Springfield Cultural Partnership, Ma State Senator Eric Lesser and his daughter Nora, Springfield City Councilor Kateri Walsh, and event speakers pose for a photos at Thank An Artist celebrating Springfield's creative community and taking place at MGM Springfield on September 21st. (Ed Cohen Photo) [BUY IMAGE](#)

Community Engagement



FUTURE IMPACT



Development Update

- Residential/31 Elm Street
- Wahlburgers
- Armory Plans
- Solar Canopy
- Valet Expansion
- Sports Wagering



THANK YOU

