



# Q2 and Q3 2023 Report Massachusetts Gaming Commission

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November 2, 2023

# Revenue, Taxes, Lottery & Spend Update

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MGM Springfield Q2 & Q3 2023

# Q2 2023 Gaming Revenue & Taxes

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Month	Gaming Revenue	MA Taxes
April	\$23,735,696	\$5,933,924
May	\$23,346,544	\$5,836,636
June	\$22,211,803	\$5,552,951
<b>Total</b>	<b>\$69,294,043</b>	<b>\$17,323,511</b>

# Q3 2023 Gaming Revenue & Taxes

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Month	Gaming Revenue	MA Taxes
July	\$23,514,535	\$5,878,634
August	\$23,525,299	\$5,881,325
September*	\$17,443,074	\$4,360,768
<b>Total</b>	<b>\$64,482,908</b>	<b>\$16,120,727</b>

*\*September Revenue is based estimates from CMS reporting of slots and only reflect table games through 9/6. Adjustments will be made in October reports.*

# 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
	<b>Total</b>	\$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	\$16,120,727
	Q4	-	-	-	-
	<b>Total</b>	\$39,898,8743	\$164,068,986	\$203,967,829	\$50,991,957

# Q2 2023 Sports Wagering Revenue



Month	Taxable Revenue	Taxes
April	(\$232,493)	\$0
May	(\$28,380)	\$0
June	\$35,192	\$5,279
<b>Total</b>	<b>(\$225,681)</b>	<b>\$5,279</b>

Month	Taxable Revenue	Taxes
April	\$4,610,953	\$922,191
May	\$5,391,257	\$1,078,251
June	\$3,539,724	\$707,945
<b>Total</b>	<b>\$13,541,934</b>	<b>\$2,708,387</b>

# Q3 2023 Sports Wagering Revenue



Month	Taxable Revenue	Taxes
July	\$72,795	\$10,919
August	\$64,934	\$9,740
September	\$285,366	\$42,805
<b>Total</b>	<b>\$423,095</b>	<b>\$63,464</b>

Month	Taxable Revenue	Taxes
July	\$2,477,399	\$495,480
August	\$2,403,054	\$480,611
September	\$3,614,984	\$722,997
<b>Total</b>	<b>\$8,495,437</b>	<b>\$1,699,088</b>

# Q2 2023 Lottery

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Month	Lottery Sales	% Change from Previous Year
April	\$168,146	16%
May	\$101,547	(2%)
June	\$124,538	5%
<b>Total</b>	<b>\$394,232</b>	<b>7%</b>



# Q3 2023 Lottery

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Month	Lottery Sales	% Change from Previous Year
July	\$110,686	(27%)
August	\$124,123	26%
September	\$138,011	42%
<b>Total</b>	<b>\$372,821</b>	<b>7%</b>

# 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	-
	<b>Total</b>	<b>\$1,413,404</b>	<b>-</b>
2023	Q1	\$356,136	14%
	Q2	\$394,232	7%
	Q3	\$372,821	7%
	Q4	-	-
	<b>Total</b>	<b>\$1,123,188</b>	<b>9%</b>

# Q2 2023 Diversity Spend

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Diversity Category	Annual Goal	Q2%	Q2 Spend
MBE Vendor Spend	10%	8%	\$506,504
VBE Vendor Spend	2%	4%	\$264,248
WBE Vendor Spend	15%	8%	\$501,831
<b>Total</b>	<b>27%</b>	<b>19%</b>	<b>\$1,272,582</b>

**Note:** Diversity spend in Q2 2022 was 10.7%.

# Q3 2023 Diversity Spend

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Diversity Category	Annual Goal	Q3%	Q3 Spend
MBE Vendor Spend	10%	8%	\$373,745
VBE Vendor Spend	2%	5%	\$236,135
WBE Vendor Spend	15%	10%	\$460,124
<b>Total</b>	<b>27%</b>	<b>23%</b>	<b>\$1,070,004</b>

**Note:** Diversity spend in Q3 2022 was 11.2%.

# 2023 Diversity Procurement Efforts

## 2023 Diversity Procurement Events:

- 3/22/2023 – WBENC National Conference
- 4/6/2023 – CWE Meeting
- 5/10/2023 GNEMSDC Corporate Roundtable
- 5/23/2023 – EDC Supplier Diversity Networking Event
  - Followed by 3 information sessions
- 6/01/2023 – NEPM Trade Show
- 6/5/2023 – CWE Meeting
- 6/8/2023 – GNEMSDC Industry Group Meeting
- 6/27/2023 – GNEMSDC Golf Sponsor
- 9/7/2023 – GNEMSDC Industry Group Meeting
- 10/5/2023 – GNEMSDC Annual Business Opportunity Conference
- 10/18/2023 – EDC Conference



# 2023 Local Spend

Diversity Category	Q1%	Q1 \$	Q2%	Q2 Spend	Q3%	Q3 Spend
Local* Vendor Spend	40%	\$2,405,270	47%	\$3,045,368	46%	\$2,161,104
MA Vendor Spend	49%	\$2,918,329	57%	\$3,737,964	51%	\$2,351,599

**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.

# Compliance

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MGM Springfield Q2 & Q3 2023

# Q2 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
Apr	29	113	-74%	4	10	-60%	0	1	-100%
May	43	158	-72%	2	11	-81%	0	2	-200%
Jun	42	179	-75%	4	14	-71%	1	3	-66.7%

**\*2 out of the underage found gaming, did so while remaining on the non-gaming walkway and leaning across parents or guardians to hit a single button.**

- Longest time in Gaming Area – 2 hour 10 minutes
- Shortest time in Gaming area – 4 seconds
- 34 underage were under 18 years old, the remaining 80 across the quarter, were between the ages of 18 – 21.



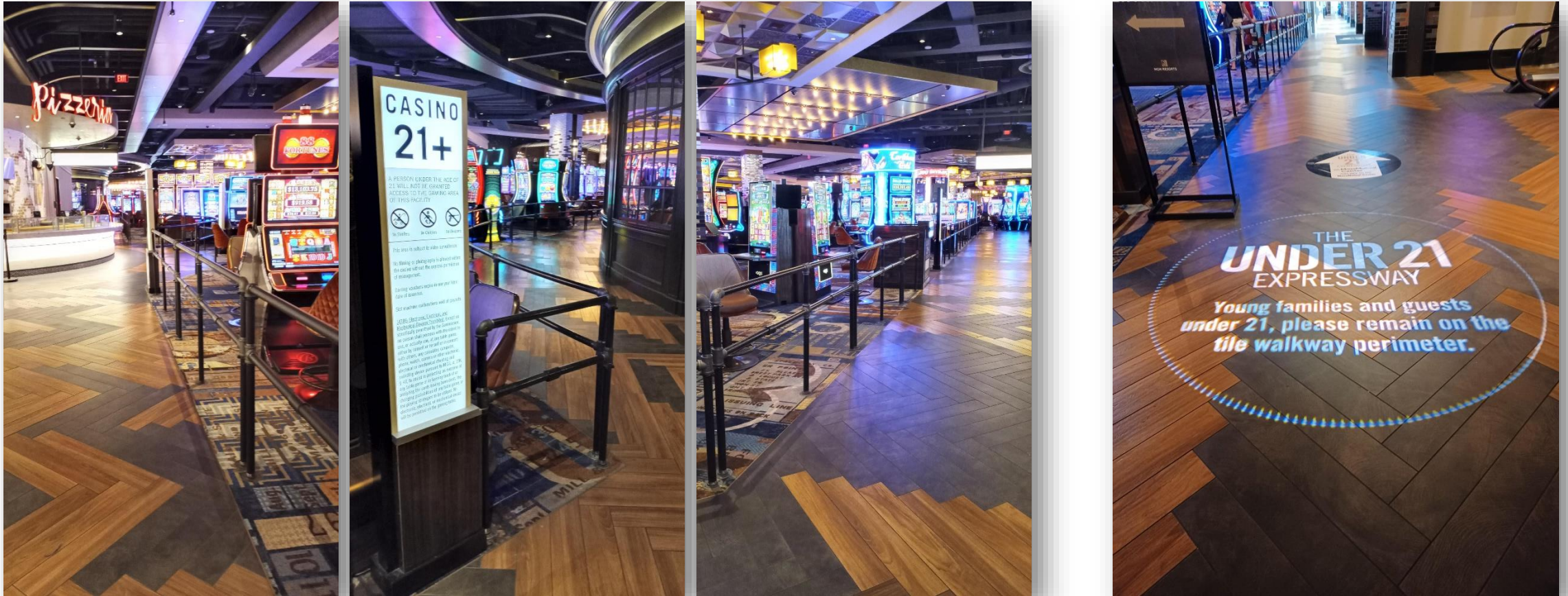
# Q3 2023 Compliance

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
Jul	43	230	-81%	1	13	-92%	0	0	(0)
Aug	49	213	-77%	0	21	-2,100%	0	3	-300%
Sep	13	174	-92%	1	9	-88%	0	2	-200%

**\*1 out of the underage found gaming, did so while remaining on the non-gaming walkway and leaning across parents or guardians to hit a single button.**

- Longest time in Gaming Area – 2 hours
- Shortest time in Gaming area – 11 seconds
- 19 underage were under 18 years old, the remaining 86 across the quarter, were between the ages of 18 – 21.

# Q2 & Q3 2023 Compliance



- Since June with a permit request submitted to the Springfield building inspector, we've now installed handrail around the perimeter of the gaming area.
- New GoBo projectors shine a 6' message, to keep underage on the tile.

# Q2 & Q3 2023 Compliance



- Security Officer Michael Paul was awarded a “Star of the SHOW,” for his diligence in detecting underage within the gaming area and removing them quickly.

# Employment

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MGM Springfield Q2 & Q3 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		
Veteran	2%	5%	70	5%	67	4%	64		
Women	50%	41%	605	41%	605	41%	614		
Springfield Residents	35%	39%	582	37%	553	38%	564		
Western MA Residents	-	76%	1,125	76%	1,128	76%	1,132		
MA Residents	-	77%	1,147	77%	1,143	78%	1,160		
Total # Of Gaming Establishment Employees*	-		1,488		1,484		1,490		
Full Time	-		959		961		960		
Part Time	-		324		308		310		
On Call	-		205		215		220		

- MGM Springfield Employment **increased by 11% year over year** (from Q3 2022 to Q3 2023.)
- MGM Springfield Sportsbook currently employs 11 team members.

# Q2 & Q3 2023 Employee Hiring Initiatives

- Property Tours & Career Presentations:
  - Holyoke Community College 4/11, 6/5, 6/7
  - Manchester Community College 4/6
  - University of Massachusetts 4/7, 4/12, 4/26
  - Western Mass Employment Collaborative (supports individuals with disabilities) 5/23
- 6/16 - Veteran's Resource Fair
- 6/24 - Hot Dogs for Hot Jobs (MassHire Holyoke)
- 7/20 - Elias Brooking Apartments job fair
- 9/19 - Rebecca Johnson School job fair, in partnership with Rep. Bud Williams
- 9/24 - Article on Jose Figueroa
- 9/27 - Get Hired Job Fair at the Holyoke Mall
- Expanded partnerships with Educational Institutions

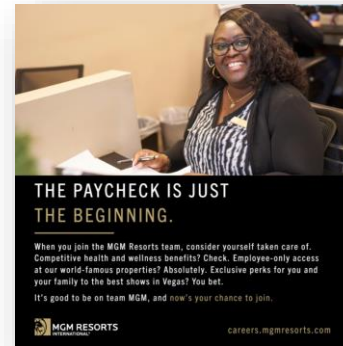


MGM Springfield hosts community job fair, looks to hire 200 people



# Focusing on Women in the Workforce

- Targeted recruitment advertising
- New Benefit – care.com
- Business West announces Arlen Carballo as a 40 Under 40 winner!
- Highlighting employees' growth at MGM Springfield in local publications
- Enhanced partnership with Dress for Success
  - Leaders mentoring participants.
  - Guided property tours and exposure to female leadership.
  - Clothing Drives
- Expanded workforce development partnerships with:
  - Women's Fund
  - Viability MOMS Program
  - Parent Villages
  - MA Girls in Trades
  - Springfield Works



**care.**

Increased Coverage  
with Care.com

MGM team members have unlimited access to the world's largest caregiver platform, Care.com.



**Cupresha Witherspoon-Veneziano - Security Manager**

*"We are here to keep our guests safe and serve our Springfield community with respect and honor."*

Cupresha Witherspoon-Veneziano is a Springfield native, High School of Commerce graduate, and a proud day one employee of MGM Springfield. A rising star in our Security Department, Cupresha was recently promoted to Security Manager after serving as Assistant Manager in 2022. However, her career path did not begin in Security. In fact, Cupresha worked at a local catering company for over 20 years, followed by five years as an Assistant Banquet Manager at the MassMutual Centre. For her, making the move was a natural transition. "I enjoy helping people and working in Security touches almost every facet of the workforce. I am also incredibly proud to mentor our next generation." Today, she manages a large team on the overnight Security shift. "We start every pre-shift with laughter, while addressing concerns within the group. The grave shift crew is tight knit and inter-departmental collaboration is key. Our team comradery combined with my goal to always be approachable makes each evening a success." Cupresha appreciates her team and knows it's all about respect. "My team has always had faith in me. With their support I will continue to rely on them as they rely on me. We are here to keep our guests safe and serve our Springfield community with respect and honor."

*To learn more about opportunities at MGM Springfield, check out the careers page: [www.MGMSpringfield.com/careers](https://www.MGMSpringfield.com/careers)*

# Community Outreach, Special Events and Development

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MGM Springfield Q2 & Q3 2023



# Q2 2023 Community Outreach & Special Events



# Q2 2023 Community Outreach & Special Events



• Surprise Squad • Military Appreciation Event • Local Business Networking Event

# Q3 2023 Community Outreach & Special Events



Color Rapping · Best Venue Award · Puerto Rican Parade and After Party · North End Citizen Council Dinner

# Q3 2023 Community Outreach & Special Events



Adopt-A-School · City Celebrates MGM Springfield · Basketball HOF Enshrinement · Light Up Pink

# Entertainment

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MGM Springfield Q2 & Q3 2023

# Q2 Entertainment at Mass Mutual Center

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**Tina Fey &  
Amy Poehler**  
*Restless Leg Tour*



**THURSDAY, JUNE 8**  
**MASSMUTUAL CENTER**  
TICKETS AT [MASSMUTUALCENTER.COM](https://www.massmutualcenter.com)



**KEVIN HART**  
TOUR 2023



**APRIL 20**  
**MASSMUTUAL CENTER**

TICKETS AVAILABLE AT [MASSMUTUALCENTER.COM](https://www.massmutualcenter.com)

Q2 Entertainment at Mass Mutual Center

# Bruno Mars

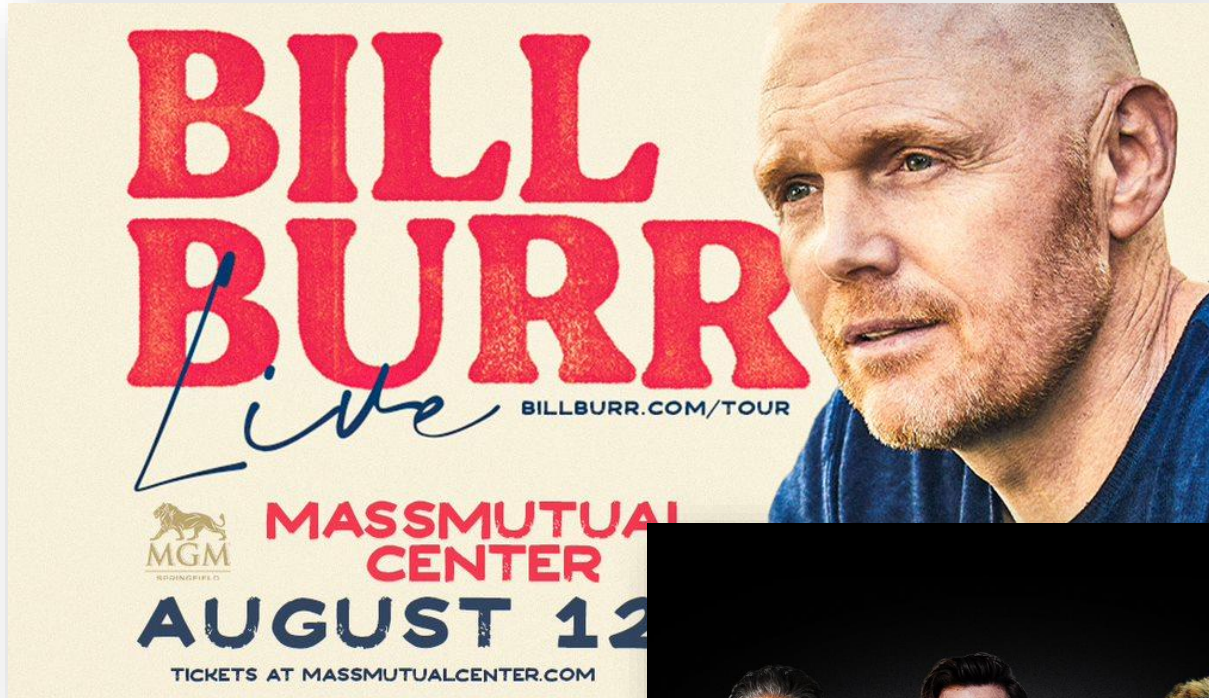
LIVE IN SPRINGFIELD, MA

JUNE 10-11

MASSMUTUAL CENTER



# Q3 Entertainment at Mass Mutual Center



**BILL BURR**  
*Live* BILLBURR.COM/TOUR  
MGM SPRINGFIELD  
**MASSMUTUAL CENTER**  
**AUGUST 12**  
TICKETS AT MASSMUTUALCENTER.COM



**SANTANA**  
1001  
OWS  
PRESENTS  
SUNDAY, AUGUST 6  
MUTUALCENTER.COM



**JON JOHN & PETE**  
**STEWART MULANEY DAVIDSON**  
MGM SPRINGFIELD PRESENTS  
**SEPTEMBER 8**  
**MASSMUTUAL CENTER**  
SPRINGFIELD, MA  
**SOLD OUT**  
TICKETS AT JONJOHNPETE.COM AND MASSMUTUALCENTER.COM



# Q2 & Q3 Entertainment – ARIA Ballroom



**THE**  
**Tape Face**  
**SHOW**

**MGM**  
SPRINGFIELD

ARIA BALLROOM

APRIL 21

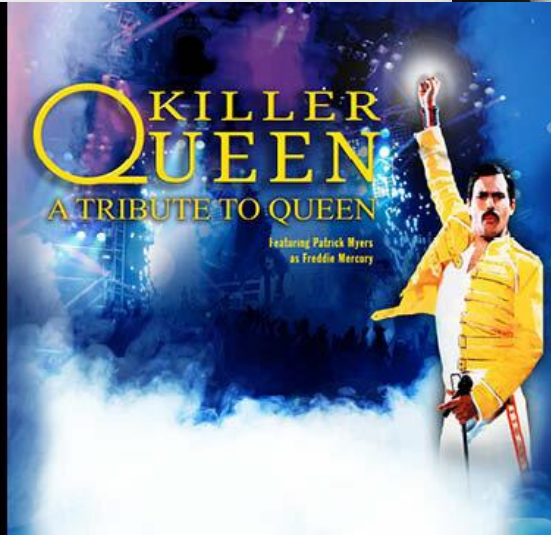
**ticketmaster**  
ON SALE FEBRUARY 3 @ 10AM



**MGM**  
SPRINGFIELD

ARIA BALLROOM

**KILLER QUEEN**  
SEPTEMBER 24



**KILLER QUEEN**  
A TRIBUTE TO QUEEN

Featuring Patrick Myers  
as Freddie Mercury



GRAMMY® AWARD WINNING

**COMMODORES**  
**LIVE!**

MAY 5

ARIA BALLROOM

**MGM**  
SPRINGFIELD

**ticketmaster**  
ON SALE JANUARY 13 @ 10AM



**MGM**  
SPRINGFIELD

ARIA BALLROOM

**LEGENDS IN CONCERT**  
MAY 20

**ticketmaster**

**Legends**  
*in Concert*

**DIRECT FROM LONDON**

TRIBUTES TO  
FREDDIE MERCURY · ADELE · ROD STEWART · ELTON JOHN

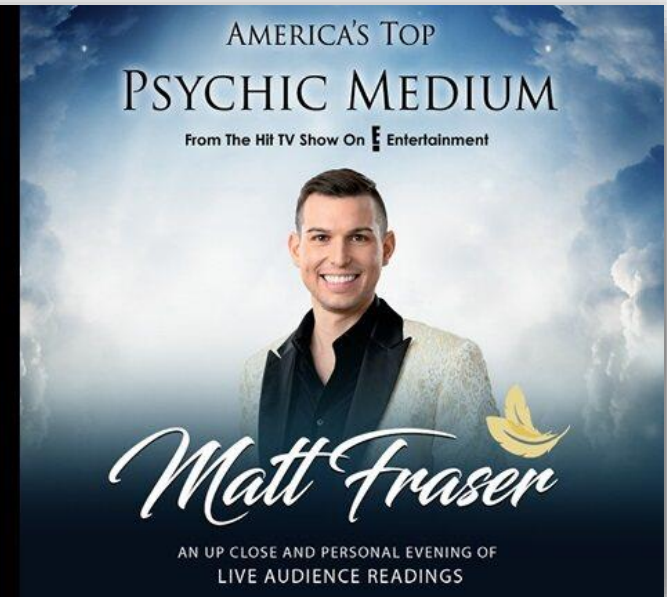


**MGM**  
SPRINGFIELD

ARIA BALLROOM

**MATT FRASER**  
JUNE 9 & 10

**ticketmaster**  
ON SALE MARCH 17 @ 10AM



AMERICA'S TOP  
**PSYCHIC MEDIUM**

From The Hit TV Show On **E** Entertainment

**Matt Fraser**

AN UP CLOSE AND PERSONAL EVENING OF  
LIVE AUDIENCE READINGS

# Q2 & Q3 Entertainment – Symphony Hall

**S**  
SYMPHONY HALL  
SPRINGFIELD

**THE TEMPTATIONS  
& THE FOUR TOPS**  
May 21

A promotional poster for a concert at Symphony Hall Springfield. The top half features a black and white photograph of five men in dark jackets. The bottom half features a photograph of four men in blue sequined suits. The text on the left includes the venue logo and the artists' names with the date May 21.

FRIDAY  
**JUNE 30**  
**Chicago**  
SYMPHONY HALL  
TICKETS ON SALE 4/14 AT 10AM | [ticketmaster](https://www.ticketmaster.com)  
CHICAGO THE BAND .COM

**S**  
SYMPHONY HALL  
SPRINGFIELD

A promotional poster for a Chicago concert at Symphony Hall Springfield. The top half features a black background with a silver metal frame and the word "Chicago" in a large, stylized font. The date "FRIDAY JUNE 30" and venue name "SYMPHONY HALL" are also present. The bottom half features the venue logo and the MGM Springfield logo.

**S**  
SYMPHONY HALL  
SPRINGFIELD

**BOYZ II MEN**  
JULY 7

**Boyz II Men**  
LIVE IN CONCERT

A promotional poster for a Boyz II Men concert at Symphony Hall Springfield. The top half features the venue logo. The bottom half features a photograph of three members of the group in black suits against a bright orange and yellow background. The text includes the artists' names and the date July 7.

**S**  
SYMPHONY HALL  
SPRINGFIELD

**GLADYS KNIGHT**  
JULY 15

A promotional poster for a Gladys Knight concert at Symphony Hall Springfield. The top half features the venue logo. The bottom half features a photograph of Gladys Knight in a black leather jacket and leopard print top. The text includes the artist's name and the date July 15.

# Q3 Entertainment – ROAR!

**ROAR!**  
COMEDY CLUB  
APRIL SHOWS  
Visit [MGMSpringfield.com/ROAR](http://MGMSpringfield.com/ROAR) for more info.

 CHRISTINE HURLEY APR 7-8	 MICHAEL YO APR 14-15
 FRANK SANTOS JR. APR 21	 N. CUOMO & D. LAMORTE APR 28-29

  
JOSELITO DAPUPPET APR 22

**ROAR!**  
COMEDY CLUB  
SEPTEMBER SHOWS  
Visit [MGMSpringfield.com/ROAR](http://MGMSpringfield.com/ROAR) for tickets and more info.



 BRITTANY SCHMITT SEPT 9	 IAN LARA SEPT 15-16
 IAN FIDANCE SEPT 22-23	 HELEN HONG SEPT 29-30

**ROAR!**  
COMEDY CLUB  
JUNE SHOWS  
Visit [MGMSpringfield.com/ROAR](http://MGMSpringfield.com/ROAR) for tickets and more info.

 ADRIENNE LAPALUCCI JUNE 3	 BRIAN GLOWACKI JUNE 10
 JIM COLLITON JUNE 17	 POLAR BEAR JUNE 24

**ROAR!**  
COMEDY CLUB  
JULY SHOWS  
Visit [MGMSpringfield.com/ROAR](http://MGMSpringfield.com/ROAR) for tickets and more info.



 GERALD KELLY JULY 8	 JIMMY DUNN JULY 15
 MAGIC OF ERIC EATON JULY 22	 COLUM TYRRELL JULY 29

**ROAR!**  
COMEDY CLUB  
AUGUST SHOWS  
Visit [MGMSpringfield.com/ROAR](http://MGMSpringfield.com/ROAR) for tickets and more info.



 DAVID NIHILL AUGUST 5	 JACOB WILLIAMS AUGUST 19
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NEW ENGLAND'S FUNNIEST  
**COMICS!**  
NEW ENGLAND'S FUNNIEST AUGUST 26

# Q2 & Q3 Entertainment – Plaza



**FREE MUSIC FRIDAYS**  
7:30 to 9:00 p.m.  
Check local weather predictions on The Plaza at MGM Springfield. Schedule subject to change without notice. Visit MGMSpringfield.com for additional information.

**MGM**  
SPRINGFIELD

**MAY 26 BRAIN DAMAGE**  
*A Tribute to Pink Floyd*

**JUN 2 CHANGES IN LATITUDES**  
*America's Premiere Jimmy Buffett Tribute Show*

**JUN 9 BRASS ATTACK**  
*MA's Hottest Horn Band*

**JUN 16 TRAILER TRASH**  
*Today's Modern Country Music*

**JUN 23 BRYNN CARTELLI**  
*Hometown Girl & National Singing Competition Winner*

**JUN 30 JESUS PAGAN Y SU ORQUESTA**  
*Salsa de la Mata*

**JUL 7 CATHEDRAL**  
*A Tribute to the Music of Van Halen, featuring Tyler Morris*

**JUL 14 ZAC N' FRIED**  
*The East Coast's Best Zac Brown Tribute Band*

**JUL 21 MALADO!**  
*Springfield's Top Band in R&B, Funk and More*

**JUL 28 AMERICAN HONEY**  
*A Modern Country Rockin' Pop Party*

**AUG 4 NIGHTRAIN**  
*The Guns N' Roses Tribute Experience*

**AUG 11 JOHNNY SIXGUN**  
*Authentic Classic Rock the Way You Remember It*

**AUG 18 ONE TIME WEEKEND**  
*We Groove, You Move!*

**AUG 25 BACK IN BLACK**  
*The True AC/DC Experience*

**SEP 1 AQUANETT**  
*Tribute to 80's Rock N' Metal*

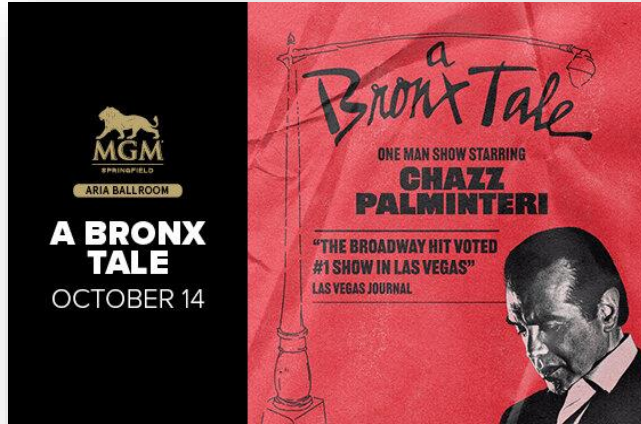
**SEP 8 LFO**  
*#1 Smash Hit "Summer Girls"*

SPECIAL THANKS TO OUR 2023 PRESENTING SPONSORS

**THE BIG E** | Fathers & Sons Volkswagen | **MANSFIELD PAPER COMPANY, INC.**




# Entertainment - Upcoming



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



50TH ANNIVERSARY TOUR  
A.J. CROCE PRESENTS  
**CROCE**  
PLAYS  
**CROCE**


MGM  
SPRINGFIELD  
ARIA BALLROOM

OCTOBER 27  
**ticketmaster**  
ON SALE MARCH 31 @ 12PM



THINGS AREN'T WHAT THEY WERE...  
**BOB DYLAN**  
"ROUGH AND ROWDY WAYS"

WORLD WIDE TOUR 2021-2024  
NOW APPEARING  
NOVEMBER 1ST  
SYMPHONY HALL  
SPRINGFIELD, MA



SYMPHONY HALL  
SPRINGFIELD

**BRIT FLOYD**  
OCT 29

**5 YEARS OF DARK SIDE**  
CELEBRATING 50 YEARS OF THE DARK SIDE OF THE MOON

**ticketmaster**  
ON SALE JUNE 30 @ 10AM



SYMPHONY HALL  
SPRINGFIELD

**JERRY SEINFELD**  
DEC 2

**ticketmaster**  
ON SALE SEPTEMBER 15 @ 10AM



SYMPHONY HALL  
SPRINGFIELD

**AARON LEWIS**  
DECEMBER 8

**ticketmaster**  
ON SALE JUNE 30 @ 10AM

THE AMERICAN PATRIOT  
**AARON LEWIS**  
WE STAND ALONE TOGETHER  
2023 ACOUSTIC TOUR  
DECEMBER 8  
SYMPHONY HALL  
SPRINGFIELD, MA  
TICKETS ON SALE 6/30 @ TICKETMASTER.COM  
AARONLEWISMUSIC.COM



SYMPHONY HALL  
SPRINGFIELD

**CHELSEA HANDLER**  
NOV 18



Thank you

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