

## NAGRA NEWS

Spring 2004

### From The President



Kay Gaines  
President

The NAGRA conference in Long Beach was a huge success! We started with a training session on Computer Forensics on Saturday and ended with the business and board meetings on Wednesday. In between were sessions on Indian Gaming, Charitable Gaming, Investigations, and Casino Gaming. Topics included The Future of Legalized Gaming, the Best Regulatory Practices for Charitable Gaming, Criminal Jurisdiction in Indian Country, Cheating Scams, the Expansion of Gaming and the Role of the Regulator, Changes in Gaming Technology, and much, much more. Social events included a welcome reception and a yacht cruise.

If you missed the conference in Long Beach, we hope you will join us in San Antonio, June 6-9, 2004. We know that two conferences a year may have prevented some of you from attending both; however, for 2004 and 2005, the Board has voted to schedule just one conference a year.

San Antonio is an historic city and the home of the Alamo. Dating back to 1691 when there was just an Indian camp named Yanaguana ("The Clear Water") along a gentle river, San Antonio has a rich history. A Franciscan padre and a Spanish explorer discovered the camp on the feast day of St. Anthony and named the location accordingly. The Spanish established the Mission San Antonio in 1718 and soon one mission became five, including Concepcion, San Jose, San Juan Capistrano, and Espada. After Mexico won its independence from Spain, there was growing sentiment among the "Texians" for their own independence

from Mexico. The Texas Revolution ensued. In 1836, a small band of "Texians" fought for 13 days in the Battle of the Alamo before falling to Mexican forces. But the rallying cry of "Remember the Alamo" inspired others who managed to secure independence for Texas. Today the original Payaya Indians would not recognize their peaceful village, but San Antonio will forever carry in its heart a bit of Yanaguana.

San Antonio has much to offer tourists: Sea World San Antonio, Six Flags Fiesta Texas, Retama Park horse race track, The Alamodome, golf courses, museums, a world-class zoo, and numerous festivals throughout the year. San Antonio is also the home of the NBA Spurs. And of course, I would be remiss if I didn't mention the famous River Walk. Shaded by giant cypress trees amid lush tropical greenery, the River Walk is lined with cafes, shops, galleries, and clubs. Take a Yanaguana cruise along the river, treat yourself to a four-star dinner, or dance the night away at one of the clubs. All of this is just a few steps below downtown, along the banks of the San Antonio River.

Our conference hotel is the Hyatt Regency, located along the River Walk across from the Alamo. With its state-of-the-art conference facilities and its spacious public areas for meeting in an informal setting, to its Sky Pool and Hot Tub on the rooftop overlooking downtown San Antonio and its fully equipped health club, the Hyatt Regency is an ideal location for the NAGRA conference.

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The NAGRA committee chairs are busy planning the conference sessions for San Antonio. Our conference theme is: "A Special City...A Remarkable Conference." A full agenda was mailed in early April. Sessions will include training as well as the latest advancements in collecting and disseminating regulatory and enforcement information and procedures in both the United States and Canada. The conference includes a trade show where attendees can learn about new gaming equipment and technologies.

I hope you will join us in San Antonio for what promises to be an outstanding conference. And, start planning now for the Halifax conference in 2005.

Kay Gaines  
President

The North American Gaming Regulators Association continues to grow. Key to the direction of this growth is the Board of Directors, a constantly changing body of Regulators who are willing to go the extra mile and guide this association toward worthwhile goals. The changing of the Board is foreseeable, but the task at hand remains the same: provide members a forum for the mutual exchange of regulatory information and techniques. The NAGRA News salutes the following individuals for their selfless efforts, and provide you with an introduction to them. Future issues of NAGRA News will present other key Board Members to you.

## Meet your President – Kay Gaines

Kay attended the University of Oregon, majoring in business, and received a B.B.A. in Accounting from Boise State University in 1985. She became a CPA in 1987. After Kay moved to Phoenix, Arizona, in the fall of 1993, she began her career in gaming regulation at the Arizona State Gaming Agency, now known as the Arizona Department of Gaming. The legislature had created the agency to shoulder the state's responsibilities resulting from the execution of the first tribal/state gaming compacts. During her more than ten years at the Arizona Department of Gaming, she has managed several audit units involved with performing Compact Compliance Reviews of all Arizona Tribal Gaming Operations, ensuring that the Tribes' gaming operations are in compliance with the tribal/state compacts; reviewing the Tribal Gaming Operations' minimum internal control standards; and performing financial reviews/investigations on companies applying for state certification. As the current Audit Manager of Tribal Contributions, Kay and her staff perform audits and reviews to ensure that the tribes contribute the proper amount of revenue to the state pursuant to the requirements specified in the new Tribal-State compacts, which went into effect beginning February 5, 2003.

## Board of Directors

### President\*

Kay Gaines  
President (to 06/04; Past  
Pres to 06/05)

### Eastern US Regional Director

Jim Logue  
(term ends 06/04)

### Vice President\*

Wm. "Billy" Atkins  
Vice President (to 06/04;  
Pres to 06/05; Past Pres to  
06/06)

### Midwestern US Regional Director

Gerald "Odie" Otoupal  
(term ends 06/05)

### Past President\*

Dale Fuga  
(to 06/04)

### Western US Regional Director

Kathy Baertsch  
(term ends 06/05)

### Secretary

Penny Taylor Moore  
(term ends 06/05)

### Canadian Regional Director

Dennis W. Kerr  
(term ends 06/04)

### Treasurer

Georgine Zalesky  
(term ends 06/05)

*\*Featured Board Members*

Kay currently serves NAGRA as President. She previously served on the NAGRA Board of Directors as Vice President and Western Regional Director. In addition, Kay's NAGRA activities include conference speaker, facilitator of numerous conference sessions over the past several years, and co-chair of the Indian Gaming Committee. Kay enjoys spending time with family and friends and traveling both throughout the United States and abroad. She involves herself with many organizations outside of work. One example is "Golf for Charity," a fund-raising event which donated all proceeds to the American Cancer Society.

## And, your Vice President is .... William "Billy" Atkins



Billy Atkins is Director of the Charitable Bingo Operations Division of the Texas Lottery Commission. In this capacity he is responsible for enforcing all applicable laws and regulations relating to licensed bingo activities in the State of Texas. Atkins has served in this position since February 1999 and has worked at the Texas Lottery Commission since January 1993.

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*And, your Vice President is... William "Billy" Atkins continued from page 2*

Prior to his current position, he served as the Assistant Director of the Charitable Bingo Operations Division and, prior to that, as the Special Projects Coordinator for the Intergovernmental Affairs Section. Atkins is active in the North American Gaming Regulators Association (NAGRA). NAGRA is comprised of federal, state, provincial, tribal, and local government agencies that are responsible for the regulation of legalized gaming activities. He served as the co-chair of the NAGRA Charitable Gaming Committee from 2001-2003, immediately prior to his election as Vice-President.

From 1983 to 1992, Atkins worked in the Texas Legislature for members of the Texas House of Representatives and Texas Senate. He received his B.A. in Political Science from the University of Texas – Permian Basin in 1986, and he has attended the LBJ School of Public Affairs at UT-Austin. Atkins is married to Myra Leo, a Legislative Consultant with the law firm of Hughes & Luce. His hobbies include reading, especially biographies and history. He is very active in church-related activities. Atkins and his wife reside in Austin, Texas.

## Let's hear it for our Past President... Dale Fuga

Dale Fuga is the Chief Operating Officer of the Manitoba Gaming Control Commission. Dale is responsible for all operational divisions within the Commission including Licensing, Registration, Audit/Finance, Enforcement, Field Operations and Information Systems.



Dale has been involved with gaming regulation since 1987 when he began as an Auditor with the Manitoba Lotteries Foundation, subsequently serving as Audit Manager; Manager of Licensing and Audit; and Director of Licensing Services. In 1997 he was transferred to the newly created Manitoba Gaming Control Commission as Chief Financial Officer and Director of Licensing and Registration. He assumed his current role and responsibilities in June 1999.

Dale has been an active member of NAGRA since 1989 and currently holds the position of Past President. Dale has served on the Bingo Standards Committee, the Audit Committee, the Nominating Committee and has been Chair of the Casino Gaming Committee and the Canadian Regional Director. He has been a speaker and session facilitator at many NAGRA conferences. Dale is also an active participant with the Canadian Gaming Regulators Association.

Dale is a Certified Management Accountant and has a Bachelor of Science degree from the University of Manitoba. He is married to Cynthia and they have two children. His hobbies include golf, swimming, reading and participating in family activities. He is actively involved in his local community and has served in varying capacities on several Boards including a credit union, a senior citizen's residence, a local Scout group, as well as other non-profit organizations.

## Committee Chairs

### Casino/Electronic Gaming

Larry Eliason  
South Dakota Commission on Gaming

### Charitable Gaming

Phil Sanderson  
Texas Lottery Commission

Simone Syrene  
Manitoba Gaming Control Commission

### Indian Gaming

Norm DesRosiers  
Viejas Tribal Gaming Commission

### Internet Gaming

Michael Petersen  
Michigan Lottery

### Policy

Kevin Mullally  
Missouri Gaming Commission

### Investigators

Bill Dexter  
Manitoba Gaming Control Commission

Aaron Wong  
California Division of Gambling Control

For more information about NAGRA,  
visit our website at [www.nagra.org](http://www.nagra.org)

## Indian Gaming Committee

*By: Norm DeRosiers, Chair, Indian Gaming Committee*

The Long Beach NAGRA Conference appears to have been a huge success. The Indian gaming sessions were well attended and there was a lot of positive feedback. The session on Criminal Jurisdiction in Indian Country with Tribal, State, and Federal representatives giving their perspectives was standing room only.

Because of so much commonality in topics, we have narrowed our approach for Indian gaming presentations in San Antonio. We anticipate presenting two Indian gaming sessions with topics unique to Tribal gaming.

The first session will cover Class II gaming systems, slot look-a-like, bingo-based games. National Indian Gaming Commission (NIGC) Chairman Phil Hogen will give the NIGC perspective on the criteria required for classification as Class II games.

Our second session will be presented by an agent of the NIGC and will cover check-lists that field agents will be using at Indian casinos to ascertain the level of effort dedicated to ensuring the health and safety of patrons and employees. They will look at emergency preparedness, compliance with building and fire codes, health and safety inspections, etc.

Besides Chairing the NAGRA Indian Gaming Committee, Norm DesRosiers is Chairman of the National Tribal Gaming Commissioners/Regulators (NTGC/R) organization and is busy coordinating their Spring Conference, which was held in March at the Mohegan Sun Casino in Connecticut.



## Long Beach Conference



Featured Speaker: Bill Lockyer, Attorney General of California



Long Beach Harbor



Attendees during sessions



NAGRA Board of Directors

## Charitable Gaming Committee

*By: Phil Sanderson and Simone Syrenne, Co-Chairs, Charitable Gaming Committee*

The Charitable Gaming Committee is committed to providing timely information on issues and topics our members want to hear about. We ask members to complete session evaluation forms that provide us with valuable feedback on each session and allow members to recommend topics for future conferences. At the conference held in Long Beach last October, the Charitable Gaming Committee held sessions covering a broad range of topics focused on the regulation of charitable gaming in North America. The sessions were well attended with positive comments being provided on the session evaluation forms.

As many of our conferences in the past have dealt with bingo and pull-tab issues, we provided a session, which was intended to offer information on a variety of other charitable gaming schemes being licensed or regulated in North America. Each speaker offered interesting information on some very diverse lottery schemes. Joe Koss, Revenue Auditor with the Alaska Department of Revenue Tax Division, Gaming Unit, provided perhaps the most exciting initiatives including the “King Salmon classic”, “mercury classic”, “goose classic”, dog-mushing sweepstakes and the more familiar raffles. Kirk Harvey, Chief Investigator of the Oregon Department of Justice, Charitable Activities Section, provided information on a new bingo initiative called “planet bingo” which they are considering licensing and regulating in their jurisdiction. This new scheme involves multi-progressive linked bingo games where prize categories are association with colours randomly selected and shown on the bingo board before each game. We’ll have to have Kirk back at a future conference to let us know how this initiative has progressed. Janice Barton, Supervisor with the Charity Gaming Section of the Indiana Department of Revenue Compliance Division provided information on the types of available licenses for nonprofit organizations in Indiana. Some of the schemes Janice highlighted were ‘Raffle’, ‘Door Prize’, ‘Festival’ and ‘Charity Game Night’ licenses (which includes various card, dice, roulette and spindle games). Janice also provided some specific requirements for licensing and reporting that included interesting statistics related to charitable gaming in Indiana. Ursula Cowland, Director of the Licensing and Proceeds Distribution Division of the Gaming Policy and Enforcement Branch of the Province of British Columbia presented a broad overview of the gaming regulation environment in B.C. and offered some interesting information on the various types of gaming events regulated.

These schemes included ticket raffles, event pools (such as ‘cow pie bingo’), calendar raffles, token raffles (such as rubber duck races and golf ball drop), and player drafts based on various sporting events, Wheel of Fortune events and Social Occasion casinos. This session certainly provided members with information on a variety of ‘other’

gaming schemes being licensed and regulated by member jurisdictions. Although the weather in some jurisdictions will never allow for a scheme such as the very popular Alaskan Nenana Ice Classic (which involves guessing when the ice will go out on the Yukon river), some very interesting schemes were presented. 100% of the attendees indicated they would like to hear about more schemes and would attend another session on this topic!

We carried on with what has now become a traditional ‘Best Regulatory Practices’ session with Claudia Bierrman, Special Agent Supervisor presenting an excellent overview of Washington State Gambling Commission’s Regulatory Practices. Claudia focused her presentation on the innovative technology being used to assist in performing their regulatory functions. She offered specific information on the mandatory website training for licensees, tracking of pull-tab inventories using personal data assistants (PDAs), and the use of closed-circuit satellite for their linked bingo network.

“Excellent”, “Informative” and “Brilliant! – I picked up a number of new ideas for my jurisdiction”! Were just a few of the very positive comments made by attendees of Claudia’s very informative multi-media presentation.

The double-session on “Charitable Gaming Audit/Fraud Cases” was well received with 100% of the attendees indicating they would attend another session on this topic. In Part I of this session, specific cases were presented to the members by Gerald Otoupal from the Nebraska Department of Revenue and Denise Klinkose from the Indiana Department of Revenue.

The second part of this session was designed to be a roundtable discussion for members to pose questions to the two speakers, or to bring some of their own audit/fraud stories into the discussion. Very often, problems or situations occurring in one jurisdiction may be familiar to others. Open discussions on these issues may provide for very valuable information sharing among charitable gaming regulators. There were not only other types of audit or fraud cases discussed, but also various other reporting requirements from different jurisdictions that assist in uncovering fraudulent activities. The only negative comment made regarding this session was that there should be a way to pass on what was learned at the session to those who couldn’t attend.

The conference scheduled for San Antonio is being designed to provide valuable information on various topics. As we have learned over the past three conferences, members like to hear about how other regulatory agencies do what they do.

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## Investigators Committee News

*By: Bill Dexter, Co-Chair, Investigators Committee*

### Looking Back

If the Session Evaluation forms that were turned in are an indicator of the success of the conference, then it must be said that the Long Beach conference achieved its goals of providing interesting and entertaining topics for the vast majority of attendees. The feedback was extremely positive in almost every case. A summary of the Investigators sessions follows.

### Saturday, October 18

John Mallery of Clarence M. Kelley and Associates conducted a lecture on the "Fundamentals of Computer Forensics." Holding a full-day session on a Saturday in the warm California sunshine with the strong lure of the golf courses seemed like a risky venture but the session was very well attended and John didn't disappoint. Using his exceptional speaking skills, he covered the topic fully and kept his presentation at a level that those of us with minimal knowledge or skills in this area could easily understand. In fact, the 29 evaluation forms handed in attested to his abilities to educate and entertain his audience. All of the forms contained positive comments and some suggested a return engagement was in order. Our thanks to John for making this session a huge success.

### Monday, October 20

We held a joint session with the Casino Committee first thing in the morning on "Cheating Scams." The room was full and 56 respondents took the time to complete their evaluations. The overall response was extremely positive with a 98% approval rating. The speaker, Jim Edwards, used his broad knowledge obtained in over 20 years with the Nevada Gaming Control Board to keep the audience enthralled for the entire session.

The second topic of the morning, "Organized Crime in Casinos," was presented by Peter R. Maheu of Global Intelligence Network. He covered several cases and provided us with a global perspective, touching not only on North America but Asia as well. The evaluation forms received indicated that Peter touched on material that those in attendance found insightful and informative.

### Tuesday, October 21

Once again, the Casino and Investigators Committees joined together to offer a lead-off session entitled "Internal Controls." Richard Teng of the San Jose PD, Division of Gaming Control was the speaker. Richard's wit, his "in your face" delivery and his expertise in this area guaranteed that all those in the room were attentive and getting full value out of the presentation. With the sharp rise in Casino gaming, the topic was one that affects us all and one that we can all benefit from.

Following Richard, the Indian Gaming, Casino and Investigators Committees collaborated to offer a session on "Gaming Regulatory Technology." John Briney with the Arizona Department of Gaming and Georgine Zalesky of the Colorado Division of Gaming provided in-depth presentations on the use of computer software that supports regulatory activities and how it can be used for inter-organization information exchange. The 45 respondents indicated a positive response to their lecture.

*Charitable Gaming Committee continued from page 5*

It allows members to draw parallels with other regulators (such as size, demographics and the gaming and regulatory environments) and to open the lines of communication and allow the sharing of valuable information. As such, we will continue with the traditional 'Best Regulatory Practices' where representatives from the Texas Lottery Commission will outline their charitable gaming regulatory practices and tell us what works well for them.

Another session will provide information on the "Electronic Bingo Product Cycle," and will focus on all of the elements of ensuring and maintaining standards, compliance, quality, integrity and security from the product's inception and design to the ultimate audit trails and financial accountability afforded to regulators. It will provide some valuable information to the many jurisdictions interested in introducing this type of scheme. The panel will be made up of members from each of the stakeholder groups involved; the regulator, manufacturer, test lab and hall operator.

For this conference, we have joined forces with the Investigator's Committee to provide another two-part session on Charitable Gaming Audit/Fraud Cases. Part I of this session will focus on a recent raffle fraud case in Manitoba concerning a very prominent community-owned professional sport organization. Part II will focus on a pull-tab scam in Ohio presented by representatives of the IRS.

We would like to thank every one of you who has put in the time and effort of being a moderator or speaker in the past, and hope that each member will take the opportunity to share valuable information as future moderators or speakers or simply by attending our sessions and participating in the discussions. We anticipate another great conference in Texas this June and look forward to seeing you all there.

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*Investigators Committee News continued from page 6*

**Looking Ahead**

Planning for San Antonio is well underway and the Investigators Committee hopes to pick up where we left off in Long Beach. The agenda will be:

**Sunday, June 6**

To get things underway with this initial breakout session, we want all investigators to bring anecdotes with them about any investigations that might be of interest to the other attendees. We'd like to see a free and open exchange of information and ideas from everyone and proposals for future topics. Remember to bring your business cards. This is the perfect opportunity to meet and greet and perhaps lay the groundwork for future contacts with those from other jurisdictions.

**Monday, June 7**

The morning will be filled with joint sessions on audit/fraud cases hosted by Charitable Gaming and the Investigators Committee. Leading off will be two investigators from the Manitoba Gaming Control Commission (MGCC). They will detail their successful investigation, prosecution and conviction of an individual who rigged a number of 50/50 draws held by the Winnipeg Blue Bombers, a pro football team in the Canadian Football League. This session promises to be extremely educational and entertaining.

After the break, an investigator from the Internal Revenue Service (IRS) will share with us an investigation conducted in Ohio of a pull-tab fraud. There will be time at the end of each session for a question-and-answer period.

**Tuesday, June 8**

The opening session will be "Latest Gambling Investigative Techniques," presented by Mrs. Beverly Griffin of Griffin Investigations.

Our second session of the morning will see a return to the closed-door investigators discussion period. While this timeframe has traditionally been used to allow a free exchange of information of an investigative nature, this one will take a different form. Representatives from the Michigan Gaming Control Commission have volunteered to share with us the details of a recently concluded major investigation.

**Trivia**

- Did you know that Russell Crowe used to be a bingo caller in Australia?
- 5, 16, 24, 27, 37, 44  
In 1987, baseball fan Robert Heuer won \$2,250,000 in the New York State lottery with a ticket reading: 5, 16, 24, 27, 37, 44. The numbers had a special significance, having been worn by his favorite players: Joe DiMaggio, Whitey Ford, Willie Mays, Juan Marichal, Casey Stengel and Willie McCovey.

**Welcome New NAGRA Members**

- Massachusetts State Lottery Commission
- Yakama Nation
- Opaskwayak Cree Nation Gaming Commission
- California Gambling Control Commission

**Mark Your Calendars Now**

**NAGRA 2004 Conference**

**Date** June 6 – 9, 2004  
**Location** San Antonio, Texas  
**Conference Hotel** Hyatt Regency San Antonio – On the Riverwalk, San Antonio, Texas. Sleeping room rates at special NAGRA group rates \$119 Single or Double.  
**Call** 800-233-1234 for reservations. The cut-off date for this block of rooms is May 18, 2004.



Downtown San Antonio, TX

## Policy Committee News

*By: Kevin Mullally, Chair, Policy Committee*

The Policy Committee continues to monitor the development of the Regulatory Advisory Committee (RAC), which is the Gaming Standards Association's (GSA) attempt to create a liaison between the industry and regulatory agencies. RAC is developing ways to obtain feedback from regulators. The Policy Committee is evaluating whether NAGRA can serve as a communications hub for regulators in analyzing the GSA projects and providing such feedback.

One of GSA's most prominent projects is the creation of the "Best of Breed" (BOB) standard. This standard is based on proven computer industry standard technologies, such as Ethernet, TCP/IP and XML which will allow the industry to migrate to downloadable games and other new technology, such as client/server games and Intranet and Internet environments, while still maintaining the games of today well into the future. This protocol will encompass the communication protocol that controls the information between the slot machine and the network interface board to the casino management system, or the information flow directly from the slot machine to the casino management system removing the need for the network interface board.

RAC is currently drafting a comparison document that will set forth the differences between BOB and the currently used technical standards. This document will assist regulators in assessing BOB and determining whether to suggest additions and/or changes that will be helpful in regulatory practice. The document will be ready for review before the upcoming conference.

Another RAC project is a document comparing the various technical standards used by regulatory agencies in the U.S. This document should also be ready before the conference. If you are interested in working on this Policy Committee project, please contact me at Kevin.Mullally@mgc.dps.mo.gov or 573-526-4083.

## NAGRA Web Site

A team comprised of Mike Petersen, Todd Gardner, Val Johnson (Michigan), Bill Dexter (Manitoba), and Richard Frysinger (Texas) reviewed the NAGRA Web Site and prepared a report for the board.

The report recommended that areas of the Web site that are not being used should be deleted, i.e. the bulletin board and chat rooms. Other areas such as the links, training, job postings, data base, search engines, elections etc., should be maintained and updated or be deleted.

If any members have further suggestions, please contact Mike Petersen at [petersenm@michigan.gov](mailto:petersenm@michigan.gov)

## Internet Gaming Committee News

*By: Mike Peterson, Chair, Internet Gaming Committee*

### San Antonio Conference

John Cargnello, Chief Executive Officer, Technical Systems Testing, will speak in San Antonio on "Internet Gaming Around the World." While Internet gaming is all but stagnant in North America, Europe has become the epicenter of what promises to be a thriving new industry. In the past year:

Six new Internet casinos have opened in the highly regulated UK jurisdiction of Alderney in the British Channel Islands;

New interactive gambling technologies are being introduced into highly regulated jurisdictions almost as quickly as they are being developed;

UK draft legislation was released that will allow regulated interactive gaming with no restrictions on locations from where Operators may accept bets;

Antigua and Barbuda have claimed that the United States violates its commitments under the GATT by prohibiting cross-border Internet gambling and has received support for the claim from both the World Trade Organization and the European Union; and

The European Court of Justice has ruled that it was illegal for the UK betting group to be prevented from taking bets in Italy because Italy already participated and encouraged lotteries, games of chance, and betting.

The speaker will review these and other recent developments and discuss the implications for North American regulators.

## Welcome New Trade Affiliates

Paramount Games, Inc.

Aristocrat Technologies, Inc.

# Election Process for NAGRA Officers and Directors Underway

## The Ultimate Value of NAGRA

*By: Rick Ask, Operations Bureau Chief - Gambling Control Division, Montana Department of Justice and Past President of NAGRA*

The biannual meeting on June 6 in San Antonio will see the election of a new vice president and two new directors to the NAGRA Board of Directors. As provided in the NAGRA bylaws, President Kay Gaines has appointed a nominating committee to provide nominations for the vacant positions. The bylaws provide that on odd numbered years directors for the Western and Midwestern Regions shall be elected and on even numbered years directors for the Eastern and Canadian Regions shall be elected. This year will see nominations for the Eastern and Canadian Regions.

The Nominating Committee is made up of Linda Minash (Wisconsin), Kathy Mills (Washington) and Gene Huntington (Montana). The committee recently solicited nominations with an email to all NAGRA members.

Under the bylaws, the Nominating Committee notifies the Secretary of the NAGRA Board of Directors of the nominees who will forward ballots to all voting NAGRA members. Designated representatives of NAGRA members can look forward to receiving ballots and a brief biographical sketch of each nominee in the next few weeks. Ballots will be returned to the nominating committee to be verified and tallied prior to the biannual meeting. Votes will be cast by one representative of each of governmental members who make up the current membership of NAGRA. NAGRA trade affiliates do not participate in the election.

The nominating committee will present the results of the election to the president at the biannual meeting. The term of the new officers and directors will begin July 1.

Thirty years ago the Montana legislature began legalizing different forms of gambling such as bingo, keno, card games, raffles and sports pools. Responsibility for regulating those activities was left to local governments: 56 different counties, 56 different commissions, sheriffs, and county attorneys. Fifteen years ago the legislature decided to centralize gambling regulation under the state Department of Justice to provide consistency in the interpretation and application of law. The state had little experience in overseeing these gambling activities and a less-than-complete idea of how to license or regulate the play of or accounting for the games. Establishing an effective gambling regulatory body was a daunting task.

That task was made much easier because the department was a member of NAGRA. After a few phone calls and letters to NAGRA members, advice, forms, rules, regulations, and suggestions for policy and procedure came pouring in, and we were well on our way to establishing an effective gambling regulatory agency.

Fast-forward another fifteen years to a Montana Gambling Advisory Council meeting where a licensed bingo operator stood up and asked that the department and council consider allowing some changes in the conditions of play for live bingo. Now, bingo is not a large part of the legal gambling in Montana. It represents only 1% of the reported legal wagers in the state. Very little of the division's time and resources are devoted to the activity. The laws and rules governing bingo – legal conditions of play — haven't been changed or considered for change in the fifteen years the state has regulated the game. Regardless, the council asked the division to draft an issue paper on the proposed changes and to estimate an impact. We needed help. So, I picked up the phone and called my old NAGRA friend with the Nebraska DOR and in ten minutes had the information needed to complete the draft.

I then thought about the ultimate value of NAGRA: meeting with other regulators and professionals representing trade affiliates, discussing common problems, and sharing information on the sources of those problems and solutions. That interaction and information sharing has helped the department — more often than once every fifteen years as implied in the body of this article – solve problems and develop policy beyond the initial set-up years. We can only hope we have given (shared our experiences with others) as good as we have gotten over that same time. It also occurred to me that I could have called at least half-a-dozen other NAGRA acquaintances/friends for answers to my bingo questions. These friends are in Canada and the United States, and represent state, provincial, tribal, and local government regulatory bodies, and trade affiliates; and, if the council had asked, I could have given them a national and international, a state, provincial, tribal and local government, and an industry perspective with just a little more effort using the NAGRA network. What an organization!

## News from our Management Firm in Saint Paul

*Eric P. Ewald CAE, NAGRA Managing Director*

Most if not all of you are aware that NAGRA is led by a volunteer Board of Directors that contracts for much of the day-to-day work of the organization. NAGRA has contracted with Ewald Consulting, an association management firm based in Saint Paul, Minnesota, for close to a year and a half now.

On behalf of our company, it has been an honor and a privilege to work with NAGRA during this time because the Directors, volunteers and members of the organization embody all that our company greatly appreciates and respects in the field of non-profit management – volunteers' commitment to make things better. No matter what the profession, industry, or cause, volunteers make positive differences in all of our lives on a daily basis. NAGRA is no exception.

NAGRA is a growing and thriving organization, thanks to our volunteers and members like you. For anyone interested in getting more involved and more out of your NAGRA membership, I encourage any or all of the following:

### **Serve on a NAGRA committee or decide to run for a position on the Board of Directors**

Participating in the work of a committee or board will help you or your staff members develop leadership skills that will serve well in your work. You will be networking and "in the know" regarding what is going on in the industry. You will become appreciated as a leader. That can set you up for future growth in the association—or other leadership opportunities.

### **Attend NAGRA Conferences**

NAGRA-sponsored conferences are one of the best deals going in continuing education. Our programs provide great networking opportunities for you and your staff and are another way to become more knowledgeable. Our next conference is in San Antonio, June 6-9; please make plans to attend!

### **Get your staff involved**

Would you like to magnify the value of your membership? Get more staff involved. The value of your membership is limited only to you if other staff don't

hear about training events or participate in leadership opportunities. When you get staff involved, they grow in their careers and they learn about the field of gaming regulation. Importantly, attendance at conferences can be an affordable "perk" to give your staff that will leave them recharged when they return to work. Maybe you have some employees now who could really benefit from attending our upcoming conference in San Antonio.

### **Share an idea**

Share what you know, learn from others and get better together! Share the ideas by writing newsletter articles, attending conferences, teaching a course or participating in break-out sessions. Get to know other members and call on them throughout the year for help or special insight into a problem that you or your department might be experiencing.

Thank you for all of your participation and helping make NAGRA such a great organization!

## NAGRA Saddened Over Passing of Bill Dexter

The NAGRA Board and Management regret to announce that Bill Dexter, Co-Chair of the NAGRA Investigators' Committee and candidate for the Canadian Regional Director's position, passed away suddenly on April 21, 2004.

Bill was only involved with NAGRA for a short time, attending his first conference in Charleston, SC in April 2002. He greatly enjoyed the NAGRA spirit and strongly felt that NAGRA had a significant role to play in the education and development of gaming regulators. Shortly thereafter, Bill became Co-Chair of the Investigators' Committee. Bill was devoted to NAGRA and worked tirelessly to develop conference agenda topics and to secure speakers which he and his fel-

low Co-Chairs felt would benefit investigators and the NAGRA membership as a whole. He was looking forward to further serving NAGRA as a member of the Board.

Bill was Director of the Native Gaming Department for the Manitoba Gaming Control Commission. He assumed this position following a career which included service with the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS). He was posted in several Canadian locations including Vancouver, Ottawa and Winnipeg, and spent four years in India.

Though only 57 years old, Bill had

managed to pack 99 years of activity and adventure into his lifetime. With an "all or nothing" sense of spirit he sought out new opportunities and tackled them with a passion and energy surpassed by few. Be it scuba diving, hockey, home renovations, computers or camping - he jumped into each project full force.

He leaves to mourn his wife Barb, son Sean, daughter Heather and grandson Aidan. Donations may be made in Bill's memory to the Canadian Diabetes Association, 102 - 310 Broadway Ave., Winnipeg, MB. R3C 0S6. Condolences may be sent to his wife, Barb, at 39 West Avenue, Winnipeg, MB, R3K 0E4.