# Agency 2020 Emergency Response Report

# Indiana Gaming Commission

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**Summary**

The Indiana Gaming Commission ("IGC") is charged with regulating casino gaming, charity gaming, boxing and mixed martial arts, sports wagering, and paid fantasy sports. In response to the Covid 19 pandemic, the IGC ordered casinos to close on March 16, 2020. Soon thereafter, all commercial casinos in the United States closed. Given the unique environment presented at casinos and consistent with industry standards, the IGC issued minimum Health and Safety Guidelines for Reopening Casino Operations. After submission of detailed individual plans by the casinos, and working within Governor Holcomb's Roadmap to Safely Reopen Indiana ("Back on Track Plan"), Indiana's commercial casino properties reopened on Monday, June 15, 2020, with limited capacity.

The impacts of Covid 19 and the declared public health emergency also resulted in charity gaming and boxing and mixed martial arts events not being held during this time. Similar to casinos, and in accordance with Phase 4 of the Back on Track Plan, charity gaming began again on June 15, 2020. However, boxing and mixed martial arts events remain on hold and will be revisited once the state has moved to Level 5 of the Back on Track Plan.

While sports wagering at the retail sportsbooks located within casinos and off track betting ("OTB") facilities closed during this period, both mobile sports wagering and paid fantasy sports continued. Sports wagering, which slowed as sporting events were cancelled around the globe, continues to ramp up as sporting events begin again.

1. Overview of which operations or services were reduced or suspended during the pandemic including whether the suspension or reduction was required by an executive order. To the extent applicable, include citations for the laws, rules, and policies affected by or authorizing the preparations.

    a. Suspended by the IGC. The IGC ordered all casinos to close on March 16, 2020. This order affected casino gaming and retail sports wagering. IC 4-33-4-1; IC 4-35-4-1; IC 4-38-1-4. In accordance with Executive Order ("EO") 20-08 (the "Directive for Hoosiers to Stay at Home"), signed on March 23, 2020, the casinos remained closed through June 15, 2020. Pursuant to the Back on Track Plan, the casinos have reopened with limited capacity.

    b. Suspended in accordance with EO 20-08. Pursuant to the Directive for Hoosiers to Stay at Home, charity gaming and boxing and mixed martial arts events were not eligible to be conducted. Pursuant to the Back on Track Plan, charity gaming resumed on June 15, 2020, with limited capacity.

    c. Suspended or reduced in accordance with EO 20-09 relating to the continuity of the operations of government. While the IGC utilized the accommodations provided in EO 20-09, IGC operations have continued throughout the pandemic and necessary Commission business has been accomplished. The Commission's previously scheduled March business meeting was cancelled. However, the extension of virtual public meetings allowed the Commission to hold business meetings in May and June. In fact, the Commission reviewed and took action upon two significant matters during this time, the issuance of a new casino owner's license for Vigo County and also the Caesars Entertainment, Inc. and Eldorado Resorts, Inc. merger.

        Also pursuant to EO 20-09, IGC licensing was extended for casino and supplier occupational licenses, charity gaming licenses, and boxing and mixed martial arts licenses. Despite this relief being made available, the IGC has continued to process license applications.

        The IGC did not suspend business operations during this time and continued to operate in normal course. This has included a successful mix of in-office and remote work, and taking in-person meetings via appointment.

    d. Reduced in accordance with EO 20-09 concerning continuity of governmental operations. The IGC reduced delivery of collections to accommodate remote work and the Directive for Hoosiers to Stay at Home, while meeting its statutory mandate concerning delivery of funds.

2. Overview on preparations to address future emergencies and recovery based on the agency's experience with COVID-19. To the extent applicable, include citations for the laws, rules, and policies affected by or authorizing the preparations.

    a. Creation of remote work policy. The IGC has demonstrated that the performance of assigned work can successfully, efficiently, and responsibly be completed by employees working remotely. The IGC is in the process of creating a new remote work policy to account for business interruptions, whether by the current pandemic or future events, and to respond to employee job satisfaction with the current remote work option.

    b. Utilization of laptop computers. Moving forward, the IGC will only order and issue laptop computers for central office employees. This initiative is not only cost-effective but also will complement remote work.

    c. Paperless initiative. The IGC will continue modernization of our legacy database re-builds in a fiscally responsible manner. From there, the IGC will utilize the new databases to better align our work with the direction of our regulated industries resulting in better customer service, efficiencies, and potential cost-savings. This process will enable the IGC to identify more ways to go paperless.

3. Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies.

    a. None at this time.

4. Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to COVID-19.

    a. None at this time.