

Colorado Division of Gaming

KENO FIELD TRIAL PROCEDURES

1. The Colorado keno licensed manufacturer must first submit its game or “system” with all associated hardware and software to a laboratory certified by the Division for testing. Pursuant to its agreement with the certified laboratory, the certified laboratory will perform its testing of the manufacturer’s device to ensure the keno system meets all of the Division's rules, regulations and internal control minimum procedures (ICMPs). When the certified laboratory recommends approval of the keno system, the Division of Gaming's Field Operations (FO) section will review the product and, if needed, will require that the device be subjected to the following field trial procedures. Reasons for requiring a field trial include, but are not limited to:
 - a) Newly introduced game or system with untested communication protocol,
 - b) New hardware, software, or logic
 - c) Any other piece of associated gaming equipment, or new game configuration designed to operate with a keno game/system which the certified laboratory or the Division recommends is subjected to the field trial procedures.
2. The keno system manufacturer will attempt to find at least one casino in Black Hawk, Central City or Cripple Creek willing to place the keno system in play for the field trial.
3. The keno system manufacturer must complete the Request for Keno Field Trial form, which will include a description of the product that will undergo the field trial, the associated test lab certification report(s), the participating casino(s), and the applicable contact information for each casino representative. The Request for Keno Field Trial form must be submitted and approved by the Division at least 7-days prior to the requested installation date. The form shall be submitted via email to the Division’s Field Operations Manager, Jeffrey.Marone@state.co.us. The form is located on the Division’s website under "Contact Us / Field Operations Unit / Slot Machine Forms / Keno Field Trial Procedures”.

4. Keno system local progressive

If the keno system installation will be configured with a progressive jackpot in a single licensed gaming establishment, the keno system must comply with all requirements set forth in gaming rule 30-2504.

5. Keno system multi-link games/Wide Area Progressives (WAP)multi-link progressive or multi-state multi-link progressive(WAP)

If the keno system installation will be configured in multiple casino locations, whether in or out of state, the keno system must comply with all requirements set forth in gaming rule 30-2504.01.

6. Prior to, or in conjunction with the initial installation for the field trial, the keno manufacturer shall provide training and technical support to casino staff to ensure that the casino has a clear understanding and a fundamental working knowledge of the installation, functionality, and configuration process for the keno game/system and/or associated equipment being evaluated during the field trial. At the Division's discretion, the Division may require participation by its staff in the training, installation and configuration process for the field trial.
7. Final approval of the field trial for the keno game/system will be contingent upon a successful audit evaluation of the applicable system and/or revenue accounting information and required reports. The approval will coincide with the overall performance evaluation as outlined in these procedures.
8. The manufacturer shall secure casino agreement to abide by the following terms:
 - a) The manufacturer shall place a file in or near the keno or satellite writing station area. Each file shall contain an Incident Report (IR). Each IR shall be used for documenting ALL "abnormal" operating events, including error conditions, patron dispute incidents, as well as any service work performed to correct or repair the system or related gaming equipment. The IR will include legible representations of the following information:
 - (1) Date of incident,
 - (2) Division employee who responded, if any,
 - (3) Casino and manufacturer personnel who responded, if any, and
 - (4) A description of the incident and its symptoms, causes, and repair, if any.

9. At the first 30-day ending period following the initial installation, and each subsequent 30-day field trial period, the manufacturer will provide a formal written report to the FO Manager summarizing the different types of problems encountered with the devices and the number of each type of problem encountered during the prior 30-day periods, if any.
 - a) If the manufacturer reports either no problems, or the existence of any problems which do not affect the gaming patron's outcome, FO will evaluate the situation and determine what course of action is necessary. If no problems are reported, or if problems discovered during any 30-day period of the field trial do not affect the gaming patron's outcome and are considered insignificant, the possible courses of action will include, but are not limited to:
 - (1) Allowing the keno game/system to continue the field trial,
 - (2) Fixing the problem and allowing the field trial to continue,
 - (3) Extending the field trial period for one or more 30-day periods, or
 - (4) Terminating the field trial as the probability of encountering a problem is remote.
 - b) If problems discovered during any 30-day period of the field trial are considered significant, or if a problem affects the gaming patron's outcome, FO will determine the course of action, which will include, but is not be limited to:
 - (1) Shutting the affected keno game/system down until the manufacturer corrects the problem,
 - (2) Ceasing the field trial altogether,
 - (3) Directing the manufacturer to correct the problem while the game/system remain in active field trial,
 - (4) Extending the field trial period for one or more 30-day periods, or
 - (5) Any other action FO determines to be appropriate.
 - c) If problems encountered any time after the initial 30-day evaluation period are considered insignificant, the manufacturer may request FO to authorize it to place more keno games/systems in any casino.
 - d) If, however, problems encountered any time after the initial 30-day evaluation period are considered significant, FO may take any of the actions enumerated above. The action FO takes after the initial 30-day evaluation period is dependent on the severity of the problem encountered.

10. If, during the field trial, the manufacturer wants to make changes to a keno game/system, the manufacturer must submit all such changes to the certified laboratory and, if approved, FO must approve the changes prior to the changes being implemented in the field.

11. If, at the end of the field trial period, the field trial resulted in either no problems, or in only insignificant problems, the manufacturer will be released from the field trial, and authorized to install their product in any Colorado licensed casino in the Limited Gaming areas of Black Hawk, Central City or Cripple Creek.

12. FO reserves the discretion to modify these procedures to meet changing conditions in the gaming market, including but not limited to, authorizing the placement of additional keno games/systems in more or fewer casinos for the field trial, terminating the field trial as a success at any time after the initial 30-day evaluation period, declaring the product obsolete after requiring an upgrade or correction, consideration of data from any relevant field trials conducted in other jurisdictions, or any other reasonable action to address a problem, fix, or market condition.