

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting  
September 2, 2010

**Meeting Called to Order:** 1:00 pm

<b>ROLL CALL:</b>	John Berrey, Chairman	Present
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Absent
	Tamara Smiley, Member	Present

**DECLARATION OF QUORUM:** announced by Larry Ramsey  
Steve/Tim/Jack

Department Reviews

Human Resources

Jani

- Backpacks for Streamers: 2<sup>nd</sup> year giveaway – purchased purple and green backpacks for elementary children and black for older children along with associated, basic school supplies. 440 colored backpacks, 255 black backpacks and 120 play & earn backpacks were distributed over a two-day period with remaining packs & school supplies donated to Quapaw Tribe.
- 2010 Annual Picnic: Held at Eagle Creek over a two day period (Monday/Tuesday) featuring complimentary rounds of golf, open swimming, horseshoe tournament, continuous music through D.J., team member blackjack tournament, team member poker tournament, department-manned game booths, carnival rides, ice cream station, continuous picnic food prepared by outside catering company so ALL DCR team members could enjoy. Total cost \$60,342 – outstanding participation resulting in approximately 1400 covers.
- Wellness Program: Powerhouse-69; Joplin Y - 163; Miami Gym – 26; Carthage Y - 7; Envy – 7 Total participation by Downstream Team Members = 272
- Token of Appreciation: To date – 3,483 tokens have been distributed with 3,225 redeemed. Biggest hits are concert tickets, movie tickets, Downstream dinner certificates.
- Downstream TM Birthday Celebration: We are trying something different. Instead of having cake & ice cream with the GM in a small meeting room, we are offering brunch in Spring River Buffet with the GM and asking for RSVP's. August participation was better (13) and we have scheduled September 21<sup>st</sup> at 11:30am for the next Birthday Celebration event.
- Thanksgiving Turkey Giveaway to DCR Streamers: Purchase Requisition issued for 1100 turkeys at 94 cents/pound for distribution November 18-19, 2010.
- Holiday Shopping Spree: Wednesday, December 8<sup>th</sup> in the Pavilion – working with Best Buy, Target and possibly Toys R Us – requesting team member discount + 5% of sales rebated to Team Member Relief Fund. Pickup date December 15<sup>th</sup>. Putting together a team to help select gift items to offer at our event. Will also have holiday refreshments available throughout the sales event. Retail overstock and marketing items will again be offered at deeply discounted prices. Payroll deduction available – no sales tax.
- Holiday Jackets – selected three styles from Tri-Mountain at a discounted price of \$24.50 each. These are excellent quality; requested zip out liners; straight bottoms; embroidered logo and custom Downstream collar tag. Three samples will be available for DCR review and choice.
- Salary/Wage Comparison – completed review of DCR wages to local business community, local casinos, Wage Watch and CompData surveys. Revised Pay Grades 3-12 recommending increases from .25/hr up to .75/hr. per team member. Exempt Paybands 0-5 were increased \$1,000 up to \$2,500 per individual. These recommendations along with movement of specific positions to higher pay grades, will put us in a better competitive status to attract and retain our team members as well as to help them maintain a more realistic standard of living. Coupled with our rich benefit plan, 401K offering, daily meals and

employee programs, we can show our team members true value and appreciation by giving them the added cash they need to make ends meet.

- Team Member Walking Path & Biggest Loser Campaign: As part of our HEALTHY LIFESTYLES program, we have raised the proposal to measure off the perimeter of the guest parking lot directly across the street from receiving dock & the bus bays. We would mark START, ¼ mile, ½ mile, ¾ mile and paint and seal those markers. This would provide a flat, safe course that team members could use before or after their shift or on a break. Guests would also be able to utilize the marked course if they wish.
- Team Members could chart their “mileage” with Nurse Practitioner Sara and set realistic goals for weekly steps/miles. Coupled with the walking path, will be the Biggest Loser Campaign which Freeman Hospital has offered to assist us with. Sara will do the weigh ins and BMI on each participant. Individuals would be asked to “buy in” for \$10 to participate in the 12 week program. The buy in would go into prize funds for a) most weight lost and b) best BMI results. Downstream would also provide a Kohl’s gift card for \$250 to assist with a wardrobe makeover. Freeman Hospital will also assist us in preparing “labels” for our daily menu items which would show calories, carbs, sodium, sugar, transfat, etc. This will assist team members in better responsibility and management of their diet and health issues.
- Training Update: Just completed Sexual Harassment Training of ALL DCR team members. Still have a few stragglers and some on leave but this was a massive effort which has been successfully completed. Would like to re-introduce our Leadership Training into one hour series like CEU’s. These would focus on more feedback, mentoring, actual situations and FAQ’s. We would begin our own focus groups to help new supervisors and managers become comfortable in their roles and to feature positive reinforcement rather than negativity.
- Risk Manager was recently sent to Arlington TX to renew her certification in OSHA 501 which is a 40 hour in-depth training followed by testing. Linda Shipman received her re-certification. Five HR supervisory staff received their Falmouth Institute Tribal Human Resource Professional Certification in early spring and 3 have fulfilled their re-certification training requirements with the remaining two scheduled for their re-certification training in late October.
- Nurse Practitioner: Sara is now fully operational. She has been doing blood pressure checks in the EDR to introduce herself to team members in a casual atmosphere. We post her clinic hours BOH and in the Downstream Daily. Facilities will update the doors directly outside the Clinic to create a dedicated clinic entrance/exit and construct an interior hallway door to keep unlicensed family or other people from entering the back of house areas. Once that is completed, we will open the NP services up to team member spouses/dependent children covered under their insurance. The \$20 co-pay program is being handled through our payroll deduction service.
- Human Resources Renovation: Construction began 9/1/10. Madeline (Lead Recruiter), Jeannie (Benefits Coordinator), Rita (Employee Relations Coordinator) temporarily relocated to Finance Department; Alicia & Toni (Training & Development) temporarily relocated to Admin Training Room. The three back cubicles & storage closet have been removed. Four new hard-walled offices will be constructed providing much-needed privacy and confidentiality for team members. The receptionist area will be relocated and will face the HR entrance, providing some “gate-keeping” and better control over team members walking in on sensitive conferences, exit interviews, etc. Anticipated time for renovation is 30-45 days or less since there is no HVAC or lighting changes required.
- Downstream Childcare & Learning Center: We are working with JoQuita on this project. H.R. will assist with position descriptions, posting, scheduling interviews, etc. We have requested an ORG chart and listing of anticipated personnel for the new facility. There has been considerable interest from DCR TM’s in working at the new facility. Looking at a January opening.
- October 4-9, 2010 Share the Success Celebration: One full week of celebrating the success! We have booked the Pavilion Monday, October 4 and Wednesday, October 6<sup>th</sup> for meetings at 7:00AM, Noon and 5:00 PM. Sign up sheets will be posted in the EDR for up to 200 team members to “reserve” their spot at one of the six celebration rallies. GM will speak about year end financial results (figuratively) and heap praise and appreciation on all team members for being such an integral part of Downstream’s success. He will announce the 2010 bonus program and will also announce the salary/wage restructuring that will become effective October 8<sup>th</sup>. The pavilion will be set for a pizza party complete with checkered

tablecloths, three pizzas for each round (20 rounds per rally), cookies, soft drinks, coffee, etc. Prizes will be awarded. Following the rally, team members will be invited to step through the drapes across the back of the room where Directors/Managers will be seated to hand out bonus checks to their department team members.

- October 5, 7 and 9 – sheet cakes will be available in the EDR for each shift, as part of the Share the Success Celebration.
- Friday, October 8<sup>th</sup>, we have made arrangements to continue the Share the Success Theme and have reserved ten (10) lanes at 4<sup>th</sup> Street Bowl in Joplin from noon until 6pm for our “Have a Ball” segment of this celebratory week. DCR team members and household members can stop in, bowl 2 games, share a pizza and soda and we’ll cover the bill as part of our appreciation for their hard work in making 2010 such a successful year.
- Making Downstream Fun: We have been out and about asking team members what THEY think would make Downstream fun. Naturally, there have been a variety of suggestions – some feasible and some not quite so realistic. Here are a few of the possibilities:
  - Supervisors and Managers need to feel valued and appreciated too. They cannot participate in Token Program, Perfect Attendance, etc. Suggestion: Create a dark red 3 point token just for Supervisors & Managers to earn from Directors, SVP, GM. (*Cost from Santin on 1,000 chips including design, racks and shipping is \$1,345*).
  - Team Member “Swipe & Win” Promotion – based on same principle as player promotions with kiosk located in BOH. Wins would be awarded on EACH SHIFT – randomly. Prizes could include one week parking on grave shift in the GM’s reserved spot; \$7.00 food voucher to Wan a Bee Dea for Swing & Grave TM’s; Eight (8) hours of additional PTO; \$25 Red Lobster or Olive Garden Dinner Gift Cards, etc.
  - Informational Scavenger Hunt – Clues offered weekly in Downstream Daily, HR Bulletin Boards, Team Member Entrance, Kronos Self Service, etc. Collect the clues and submit your answer to HR for a chance to win great prizes.
- More to come!
- Turnover: We are extremely happy to report that Downstream turnover has been “trimmed” from a starting number of 99.8% in June of 2009 to our current rate of 43.5%

#### Finance

##### Kent

- Strong quarter
  - July at budget target
  - Aug - coin in up 14.8% from last year same month, a million ahead of budget
- 57 million EBITDA for year end – on target to be 55.9 budget
- Year end call last of November/first of December
- 5 million left to get April payment (12 million total)
- 2011 budget approve by DDA/BC
- New Controller, Tim Hawk, starts Sept 13<sup>th</sup>
  - Focus on Cage and income audit
- Chris Capps, income audit Manager, left to go to Tulsa
- Completed a systems overview with Lori Beatty at Quapaw Casino
- Property Causality quotes in (see attached)

Adjourn 3:05pm