



Army Recreation Machine Program (ARMP) - FY22



- Operations Commenced 1983
- Support in Germany, Italy, Netherlands, Korea and Japan
- 1,054 machines in 46 MWR locations

Total Revenue: \$36.6 Million

Return to Army MWR: \$26.2 Million



- Partnership Commenced in 1992
- Support in Italy, Spain, Greece, Singapore, Korea and Japan
- 474 machine in 25 MWR locations

Total Revenue: \$13.5 Million

Return to Navy MWR: \$10.7 Million



- Partnership Commenced in 1995
- Support in Japan
- 367 machines in 14 MWR locations

Total Revenue: \$13.0 Million

Return to USMC MWR: \$10.4 Million

- **Total Operations**
- **1,895 machines in 85 locations**

Total Revenue: \$63.1 Million Total

Return to MWR: \$47.3 Million

- Centrally managed and funded to include self recapitalization
- All profit from operations is returned to MWR
- Memorandums of Agreement outline partnerships with US Navy and USMC
- Operations meet or exceed gaming industry internal control standards
- Complies with all Internal Revenue Service requirements IAW public law
- Dedicated IMCOM Internal Review staff for office audits and unannounced cash observations
- Annual Commercial Audit by commercial firm with gaming industry experience





ARMP Monthly Revenue Meeting

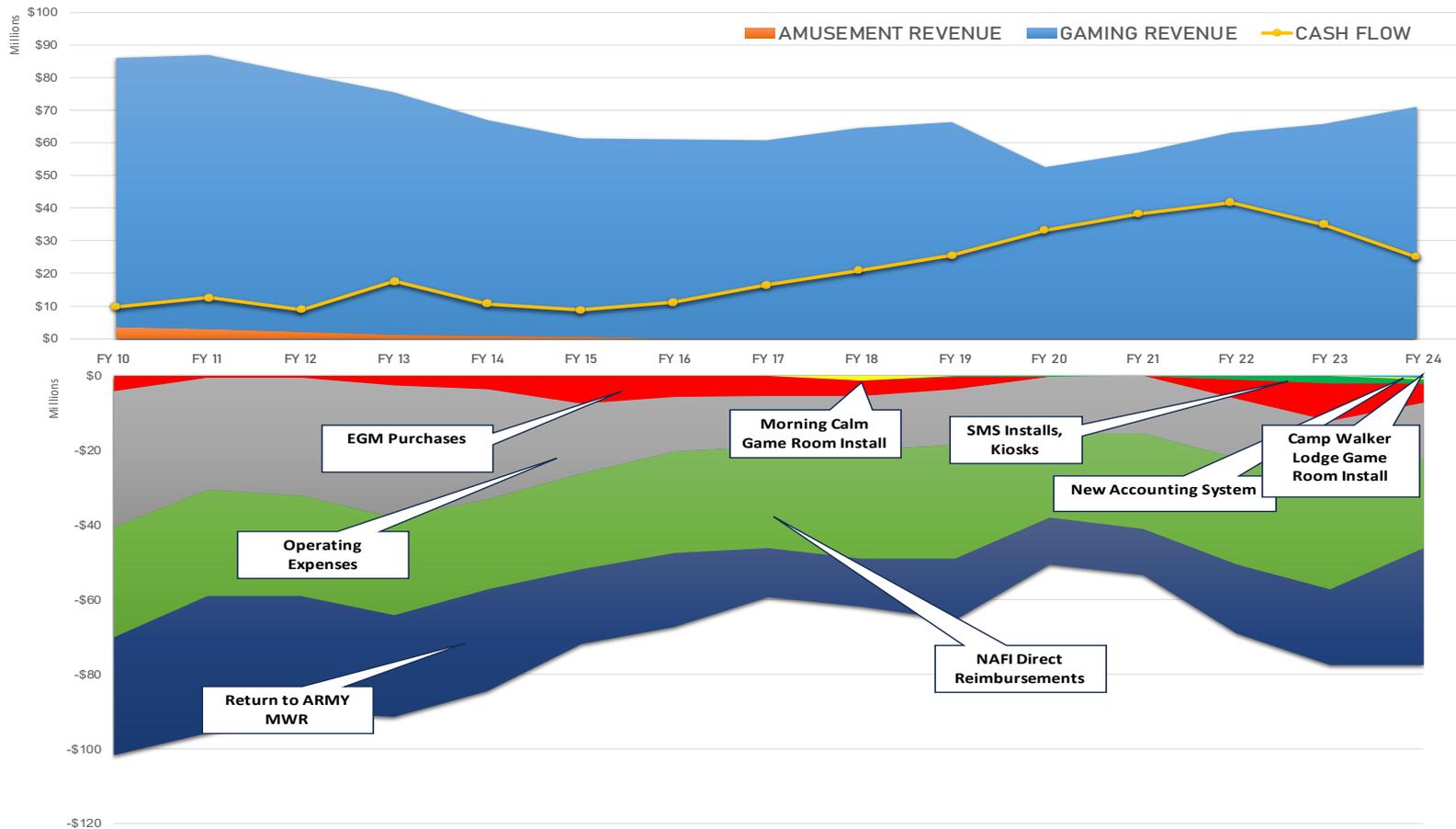
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Total Revenues 2010-2024

Description	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24
GAMING REVENUE	\$82.38 M	\$83.95 M	\$78.86 M	\$74.22 M	\$65.99 M	\$60.79 M	\$60.84 M	\$60.67 M	\$64.50 M	\$66.35 M	\$52.47 M	\$56.96 M	\$63.09 M	\$65.61 M	\$71.00 M
AMUSEMENT REVENUE	\$3.64 M	\$2.85 M	\$2.14 M	\$1.25 M	\$0.97 M	\$0.64 M	\$0.09 M	\$0.04 M	\$0.01 M						
CASH FLOW	\$9.83 M	\$12.60 M	\$8.91 M	\$17.55 M	\$10.74 M	\$8.81 M	\$11.17 M	\$16.36 M	\$20.90 M	\$25.45 M	\$33.21 M	\$38.19 M	\$41.82 M	\$35.00 M	\$25.00 M

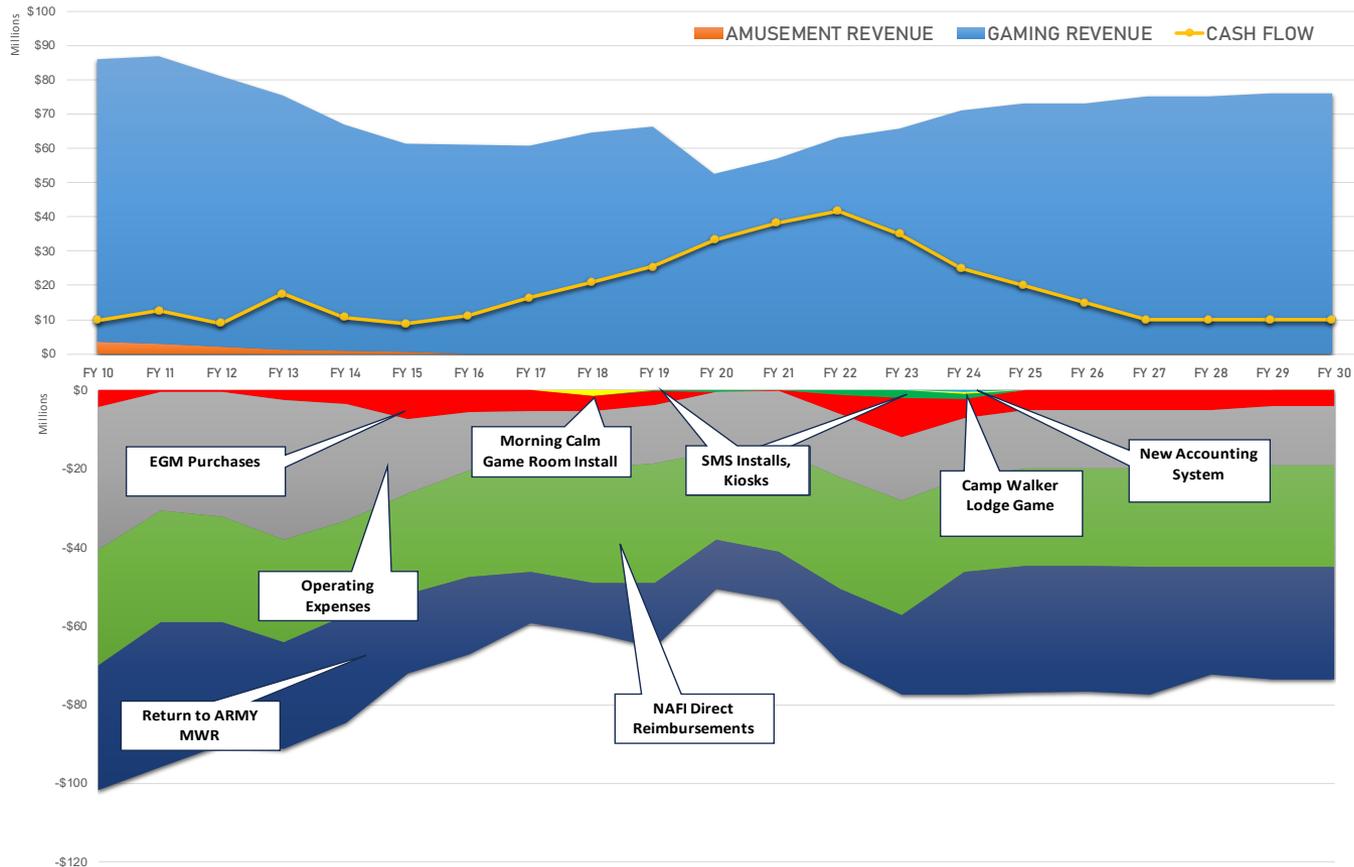
Description	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24
ACCOUNTING SYSTEM															-\$0.50 M
NEW LOCATIONS									-\$1.45 M						-\$0.50 M
SLOT MANAGEMENT SYSTEM										-\$0.24 M	-\$0.33 M		-\$1.16 M	-\$2.04 M	-\$1.13 M
SLOT PURCHASES	-\$4.23 M	-\$0.46 M	-\$0.57 M	-\$2.59 M	-\$3.61 M	-\$7.48 M	-\$5.68 M	-\$5.43 M	-\$3.89 M	-\$3.49 M	\$0.00 M	-\$0.09 M	-\$5.00 M	-\$10.00 M	-\$5.00 M
OPERATING EXPENSES	-\$36.44 M	-\$30.24 M	-\$31.51 M	-\$35.40 M	-\$29.61 M	-\$18.78 M	-\$14.65 M	-\$13.55 M	-\$14.48 M	-\$14.90 M	-\$15.20 M	-\$15.25 M	-\$16.00 M	-\$16.00 M	-\$15.00 M
NAFI DIRECT REIMBURSEMENTS	-\$29.30 M	-\$28.25 M	-\$26.94 M	-\$26.22 M	-\$24.06 M	-\$25.67 M	-\$27.28 M	-\$27.33 M	-\$29.13 M	-\$30.35 M	-\$22.45 M	-\$25.68 M	-\$28.50 M	-\$29.24 M	-\$24.14 M
RETURN TO ARMY MWR	-\$31.70 M	-\$36.83 M	-\$31.14 M	-\$27.10 M	-\$27.25 M	-\$20.01 M	-\$19.64 M	-\$12.87 M	-\$12.87 M	-\$16.49 M	-\$12.72 M	-\$12.30 M	-\$18.53 M	-\$20.19 M	-\$31.24 M



Performance Timeline 2010 - 2030

Description	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30
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ARMY Recreation Machine Program (ARMP)

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(b) (6)
GM ARMP

U.S. Army Installation Management Command

Controlled by: HQ IMCOM
Controlled by: AMIM-G3
CUI Category: OPSEC
Limited Dissemination Control: DL ONLY
POC: (b) (6)

ARMP and MWR

Since 1983, ARMP's mission has been to maximize funding in support of MWR activities worldwide in the order of



Control
Recreation
Profitability



ARMP and MWR

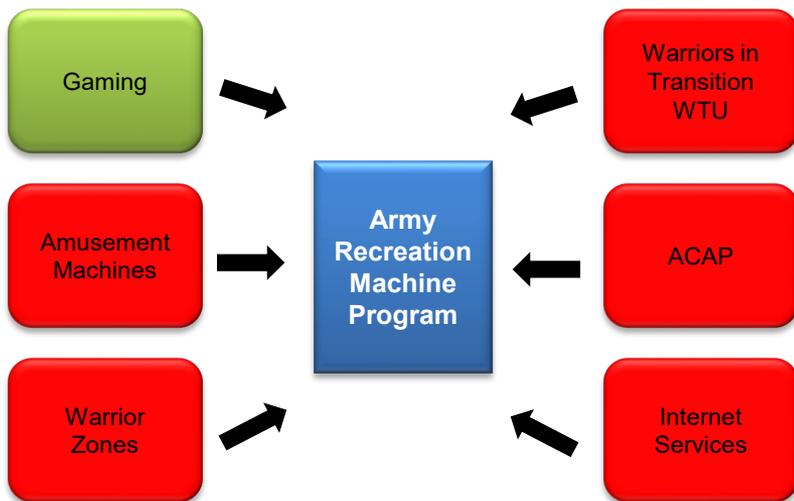
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 - Centrally managed under IMCOM G9 oversight and self funded, to include recapitalization
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 - Centralized Memoranda of Agreement outline partnerships with US Navy and US Marine Corps
 - Operations use stringent gaming industry internal control standards
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 - Payouts comply with US Tax Code and IRS reporting regulations
 - Annual Commercial Audit by commercial firm for the past 35 years



ARMP Financial Results Summary

Line of Business	Period	Revenue	Direct NAFI Reimbursement	* Net to AMWRF (Net income/loss)
Gaming	1983-2022	\$3.2B	\$651M	\$1.7B
Amusements/INET	1990-2017	\$160M	\$61M	(\$34.3M)
WTU/ACAP/WZ APF	2007-2016	\$58M	-	\$6.2M
Total	1983-2022	\$3.4B	\$712M	\$1.7B

Gaming and Amusement results for all services



Over \$2.4 Billion Returned to MWR Worldwide since 1983

Note: IAW the 5 September 2013 decision by GAO, ARMP transferred APF missions (WTU, ACAP, etc.) and Internet Services to APF providers in FY15.

* Net income less net loss less Capital Expenditure Reserve Funds.



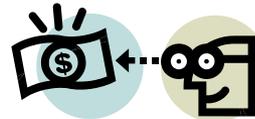
Hierarchy of Controls

Statistical Analysis



Secure machine data is evaluated to verify cash amounts collected are accurate and fully accounted, ACM fills match metered dollars paid, Jackpot and malfunction payments are valid and documented correctly; further analysis ensures machine performance is within statistical tolerances of programmed game pars, floor results reflect measured cash balances and smart card balance tracking identifies any potential breach of other controls.

Deposit/Fund Control



ARMP systematically monitors each cash collection deposit and tracks late deposits to ensure accountability of ARMP funds; ARMP monitors the value of funds that are in ACMs to support payouts and reconciles each ACM fill. A monthly reconciliation of each ACM is also conducted to provide ARMP with full visibility and accountability of these funds.

Cash Handling SOPs (collusion mitigation)



Stringent procedures are in place to control the environment of cash handling; oversight by management, IMCOM Internal Review and Gaming Commercial audit resources are in place to enforce adherence. All cash transactions are completed by a two-party team (ARMP and Location) with follow up validation by Control & Analysis and Finance & Accounting to ensure all cash is accounted for. Reportable Jackpots are paid by the location from the change fund and are validated by an ARMP employee at the site from machine-generated data as well as independent review by C&A and F&A to prevent collusion.

Network Security



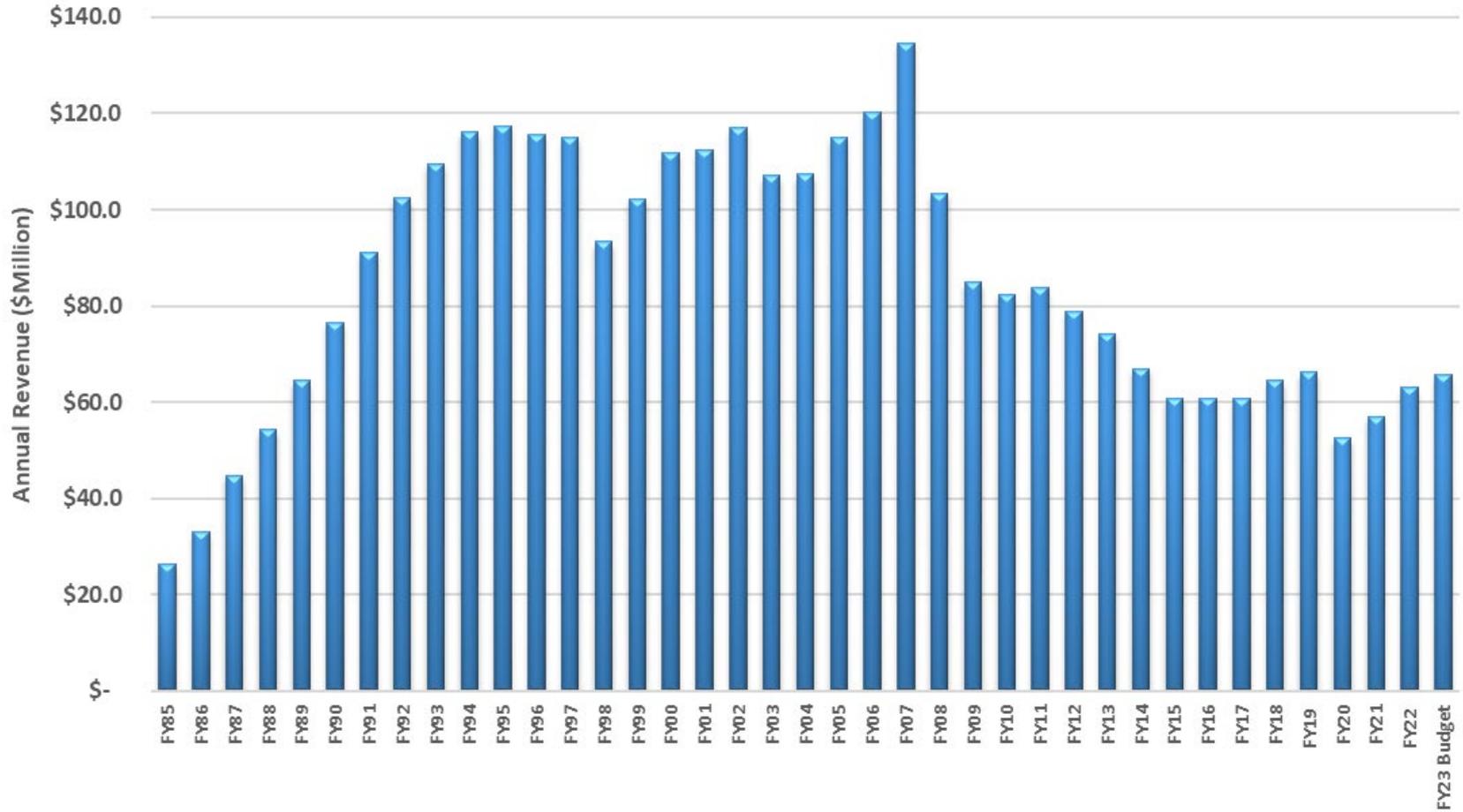
All equipment is purchased from manufacturers licensed to operate in an American jurisdiction and adhering to stringent manufacturing requirements to ensure full accountability of funds, prevent fraudulent transactions and provide full accounting of revenue and payments IAW law and IRS standards; all equipment is certified by GLI, the recognized premier gaming certification laboratory; smart card encryption is based on the worldwide banking standard that prevents duplication and tampering.

ARMP gaming floor networks are managed and monitored by field office, district and HQ staff to segregate duties, maintain internal controls over the integrity of the networks and leverage technological enhancements to combat cybercrime.

Physical Security



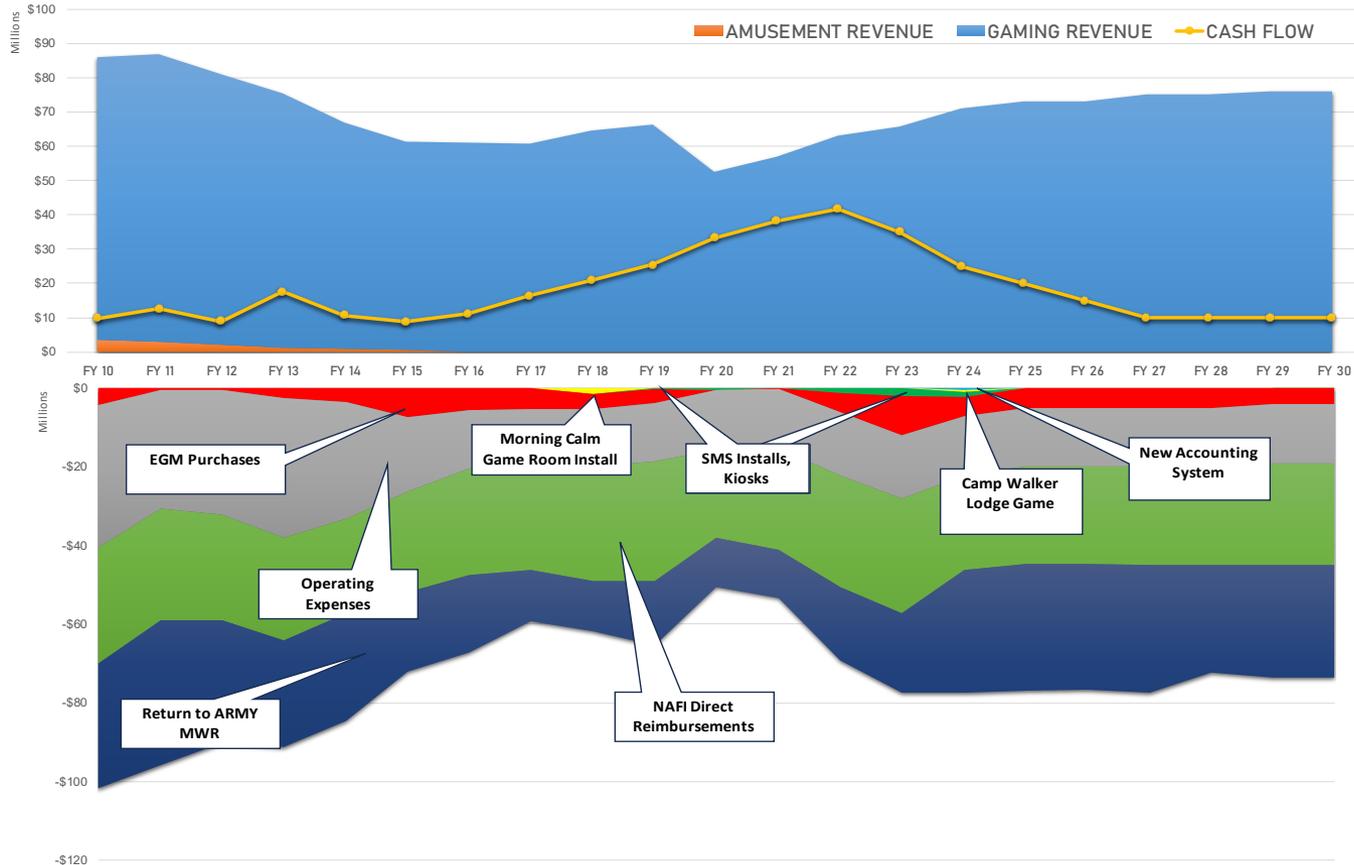
ARMP Historical Slot Revenues



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★ U.S. ARMY ARMP supports Army, USMC and Navy MWR



- ✓ Operations began in 1983
- ✓ 44 Army locations in Germany, Netherlands, Italy, Korea and Japan
- ✓ 1,054 Machines
- ✓ FY22 Revenue: \$36.6M
- ✓ FY22 return to Army MWR: \$26M



- Operations began in 1994
- 14 locations in Japan
- 367 Machines
- FY22 Revenue: \$13M
- FY22 return to USMC MWR: \$10.7M



- Operations began in 1990 (Panama and Navy Club-Seoul) and expanded in 2004
- 25 locations in Japan, Korea, Italy, Spain, Greece and Singapore
- 474 Machines
- FY22 Revenue: \$13.5M
- FY22 return to Navy MWR: \$10.4M

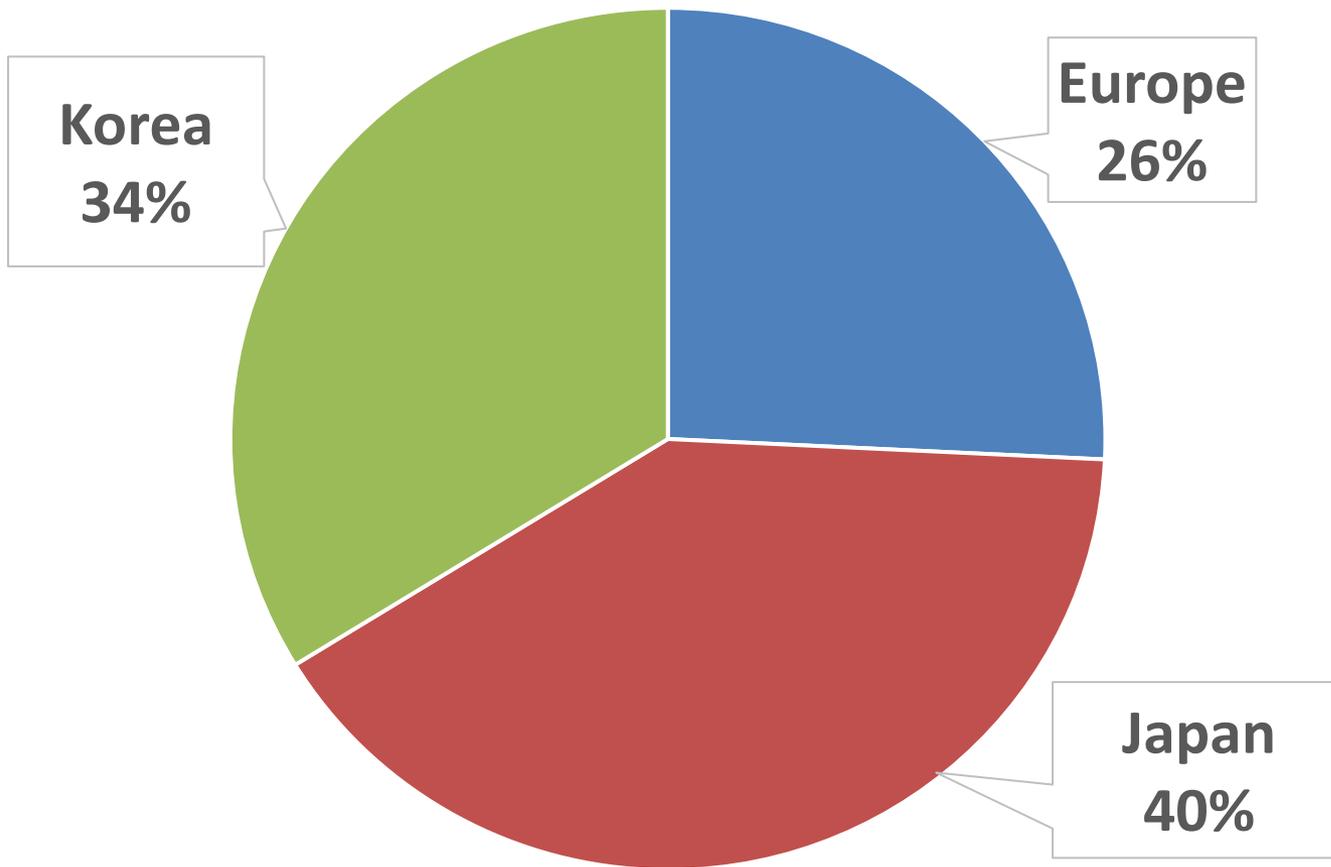
FY22 Gaming Total:

- Revenue: \$63.1M
- Return to MWR: \$47.1M*
- Operating Expenses: \$16M

*includes AMWRF Profit of \$6.9M



ARMP – Region Contribution to Revenue FY22



U.S. ARMY Key Milestones in Army Gaming Operations

- In 1983, 6,500 Bally E2000 electro-mechanical slot machines were purchased and installed in Army club locations in Europe and Asia. Operating limitations were imposed in terms of nickel and quarter play, top wagers, top jackpots and standard industry internal controls. Locations were reimbursed from the cash collection to offset location expenses incurred supporting gaming operations (cleaning rooms and machines, change fund management, participation in maintenance and cash collection, cash deposits and machine malfunction documentation). All play was by physical coin in and coin out for each wager and win.
- In 1986, credit meter play was introduced, significantly decreasing coin movement-related points of failure for machines.
- In 1989, video poker machines were introduced to reach a new demographic of player and reduce mechanical failures of equipment (video screen versus spinning reels).
- In 1991, multi-game video machines were deployed, allowing players to select from a suite of games all within one machine, reducing the risk of fielding an unpopular game and enhancing player appeal.
- In 1993, next-generation IGT Stepper Motor machines were purchased for inclusion in, and upgrade to, the slot fleet. Slot operations expanded into bowling centers, Rod & Gun clubs and golf courses.
- In 1996, bill acceptors were installed as a customer service enhancement. Cost of labor was projected to significantly increase so ARMP mitigated this with a custom “machine directed payments” software enhancement providing machine-generated documentation of payments to be paid by club attendants.
- In 1999, the ARMP gaming paradigm changed with the testing and introduction of cashless gaming; full roll out of all locations was completed by FY04. This also allowed the inclusion of additional manufacturers on the slot floors (WMS, Ainsworth, Aristocrat, etc.)
- In 2004 ARMP jackpots exceeding \$1,200, the IRS limit for reporting, were authorized and deployed – allowing ARMP to offer player enhancements such as progressive jackpots and popular game profiles.
- In 2005 the highly successful Novomatic Gaminator/Dominator machines were purchased and installed.
- In 2015, research to replace the original smart card software and cash kiosks was initiated.
- In 2019, the first live tests for ABS, the new slot management system began in Korea and Europe.
- In 2021, the new cash kiosk was selected and tested, allowing kiosk payment of jackpots under \$5,000.
- In 2022, post COVID, the phased field office rollout of ABS and cash kiosk began at Camp Casey.

Each technological advancement was designed to enhance productivity and reduce operating expenses through technology

Investments in equipment are tested prior to implementation and rollout for highest projected return on investment and full compatibility



Key Competitive Edge Drivers

Areas of Greatest Impact

- Environment and location support from Garrisons
- Investment in room maintenance and upkeep
- Customer service and recognition
- Complementary services – Food and beverage, cleanliness
- Quality equipment – ARMP is investing \$15M in new Electronic Gaming Machines (EGM) in FY23
- EGM Hold percentage
- Consistent and predictable operating hours
- Management of hold, max bet, max payout, and varied customer preferences against primary requirement to provide recreation, avoid life changing payouts, and satisfy Army and DOD leadership preferences.



On-Board HQ

General Manager (b) (6) NF5	Program Analyst (b) (6) NF4
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Technical Development

Chief, Tech Dev (b) (6) NF5	70
Electronics Eng Tech (b) (6) NF4	71
Senior Electronics Tech (b) (6) NF4	72
Senior Electronics Tech (b) (6) NF4	73
Senior Electronics Tech (b) (6) reporting 24 Aug NF4	74

Information Technology

Chief, IT (b) (6) NF5	110
Info Assurance (b) (6) NF4	14
Supv Tech Spec (b) (6) NF5	50
System Admin (b) (6) NF4	51
Systems Admin (b) (6) NF4	52
Systems Admin (b) (6) NF4	53
Systems Admin (b) (6) NF4	54
Network Admin (b) (6) NF4	111
Systems Admin (b) (6) NF4	112
DataMgt (b) (6) NF4	113

Control & Analysis

Chief, C&A (b) (6) NF5	90
Program Analyst (b) (6) NF4	91
Program Analyst (b) (6) NF4	92
Program Analyst (b) (6) NF4	93
Property Book (b) (6) NF4	11

Finance & Accounting

Controller/CFMO (b) (6) NF5	30
Accountant (b) (6) reporting TBD NF4	31
Accountant (b) (6) NF4	32
Accounting Tech (b) (6) NF3	33
Accounting Tech (b) (6) NF3	34
Systems Accountant (b) (6) NF4	35
Accountant (b) (6) NF4	36
Accountant (b) (6) NF4	57
Management Assistant (b) (6) NF3	94
Flex (b) (6) NF4	

Operations

Chief, Operations (b) (6) NF5	10
Operations Officer (b) (6) NF4	12



End of Briefing





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Army Recreation Machine Program (ARMP) Briefing August 2024



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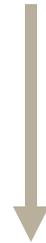
G9 ARMP General Manager
U.S. Army Installation Management Command

Controlled by: HQ IMCOM
Controlled by: AMIM-G3
CUI Category: OPSEC
Limited Dissemination Control: DL ONLY
POC: (b) (6)



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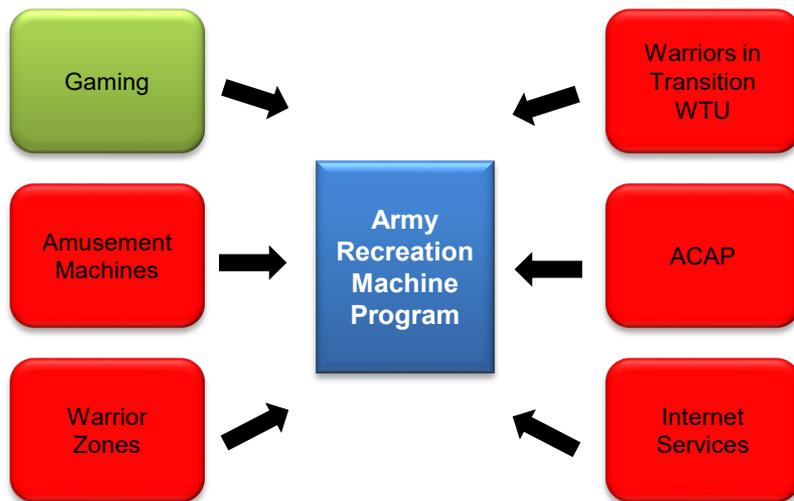
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1983

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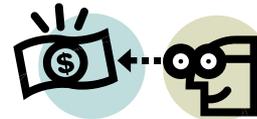
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FY2023 Revenue – All Services



 <ul style="list-style-type: none"> ✓ Operations Commenced 1983 ✓ Support in Germany, Italy, Netherlands, Korea and Japan ✓ 1,024 machines in 43 MWR locations 	<p>Total Revenue: \$38.4 Million</p> <p>Return to Army MWR: \$27.6 Million</p>
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 <ul style="list-style-type: none"> ✓ Partnership Commenced in 1995 ✓ Support in Japan ✓ 346 machines in 13 MWR locations 	<p>Total Revenue: \$12.9 Million</p> <p>Return to USMC MWR: \$10.5 Million</p>
 <ul style="list-style-type: none"> ✓ Total Operations ✓ 1,844 machines in 80 locations 	<p>Total Revenue: \$64.8 Million</p> <p>Return to MWR: \$48.9 Million</p>



June FY24 Revenue Overview by Service



	<u>Total Actual</u>	<u>Total Budget</u>	<u>Total Diff</u>	<u>Prior Yr Actual FY23</u>	<u>Diff FY24 vs FY23</u>	<u>Total % Contribution</u>
Total Slot Revenue ALL ARMY:	31,050,205	31,469,511	(419,306)	28,648,429	2,401,776	58.31%
	<u>Total Actual</u>	<u>Total Budget</u>	<u>Total Diff</u>	<u>Prior Yr Actual FY23</u>	<u>Diff FY24 vs FY23</u>	<u>Total % Contribution</u>
Slot Revenue ALL Navy:	11,334,068	11,223,583	110,485	10,159,874	1,174,194	21.28%
	<u>Total Actual</u>	<u>Total Budget</u>	<u>Total Diff</u>	<u>Prior Yr Actual FY23</u>	<u>Diff FY24 vs FY23</u>	<u>Total % Contribution</u>
Total Slot Revenue ALL USMC:	10,870,174	10,737,198	132,976	10,153,569	716,605	20.41%
	<u>Total Actual</u>	<u>Total Budget</u>	<u>Total Diff</u>	<u>Prior Yr Actual FY23</u>	<u>Diff FY24 vs FY23</u>	
Total Slot Revenue :	53,254,447	53,430,291	(175,844)	48,961,872	4,292,575	
Actual vs Budget:			99.67%		108.77%	



June YTD Revenue – All Services



Installation Management
Command
G9, ARMP, Control and Analysis
David S. Sizemore, Ph.D.



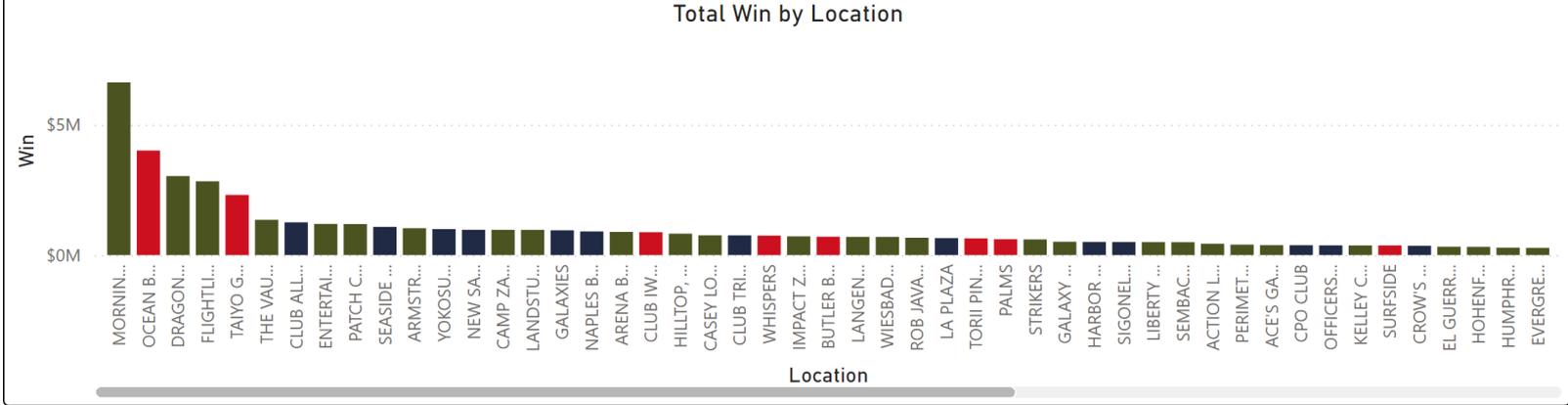
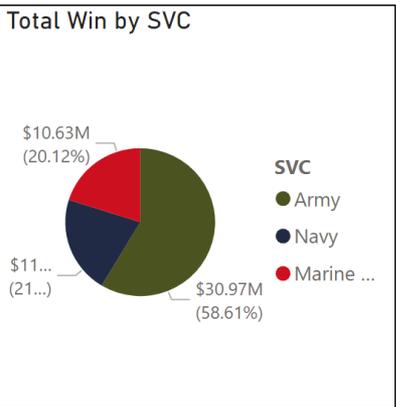
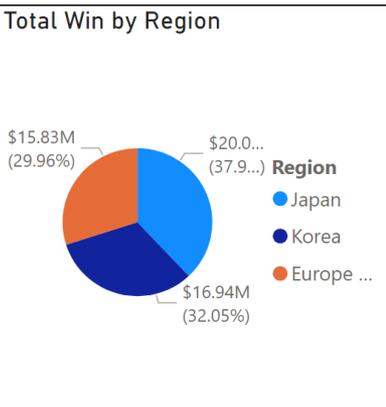
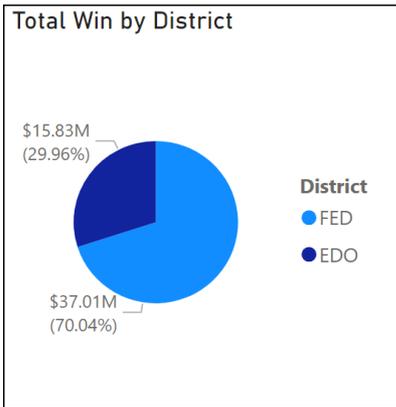
Total Win
\$52.84M

\$106.37
Average Win Per Day

4.73%
Average Hold %



- District
- EDO
 - FED
- Region
- All
- Field Office
- All
- Branch
- All
- Community
- All



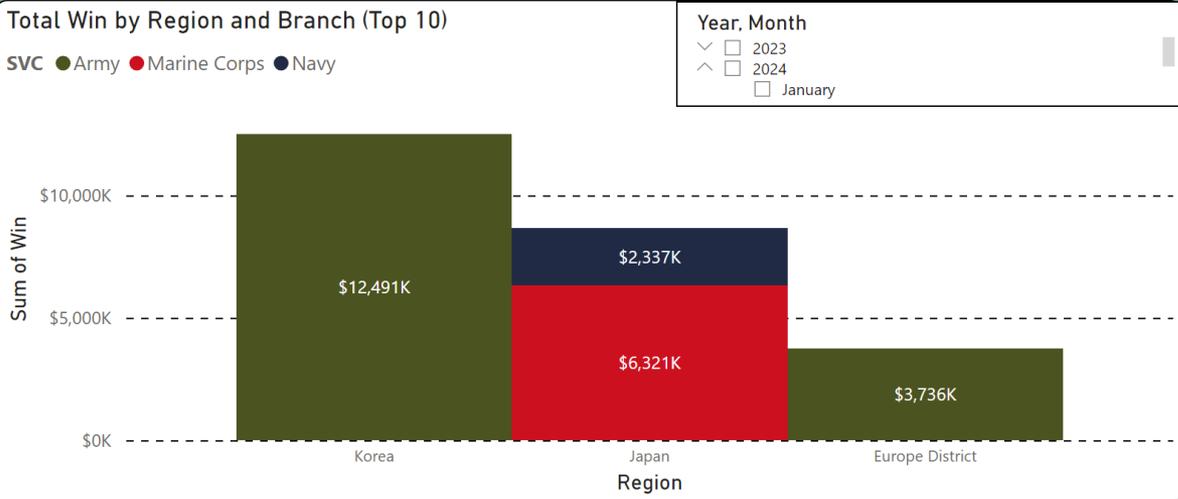
- ReportLocationName
- Search
- ACE'S GAME ROOM
 - ACTION LANES
 - ARENA BOWLING CE...
 - ARMSTRONG'S
 - BEACH HEAD
 - BUTLER BOWLING C...
 - CAMP CASEY BOWLI...
 - CAMP ZAMA BOWLI...
 - CAMP ZAMA COMM



June YTD Revenue – Top 10 Locations



District: All | Region: All | FMSHORT: All | SVC: All | CMMTY: All | ReportLocationName: All



Selection Tot Win

\$52.84M

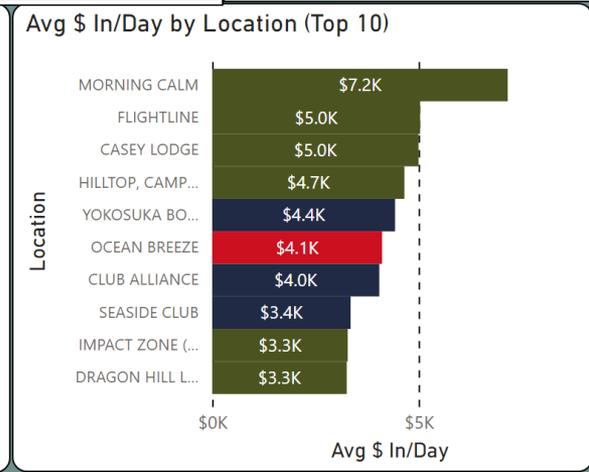
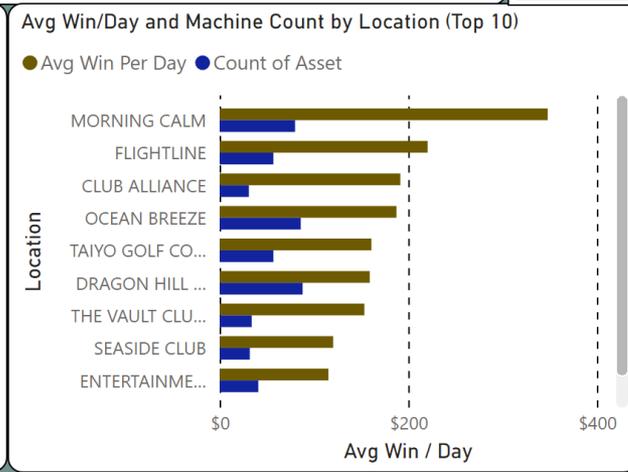
Ovr Avg \$ In/Day/Selection

\$2.24K

Ovr Avg Win/Day/EGM in Selection

\$106.37

Branch	Location Count
Army	41
Marine Corps	12
Navy	25
Total	78



June YTD Revenue – Bottom 10 Locations



District: All | Region: All | FMSHORT: All | SVC: All | CMTTY: All | ReportLocationName: All



Selection Tot Win

\$52.84M

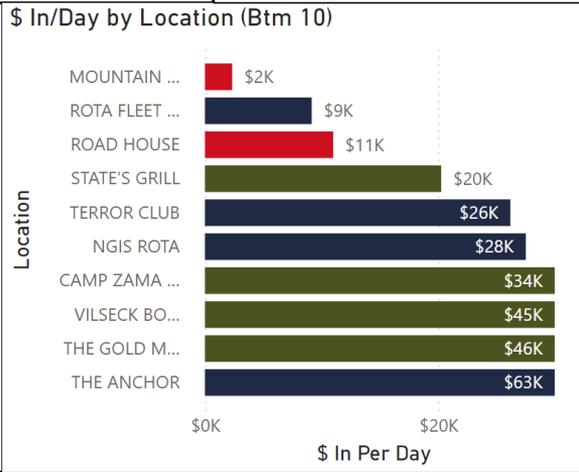
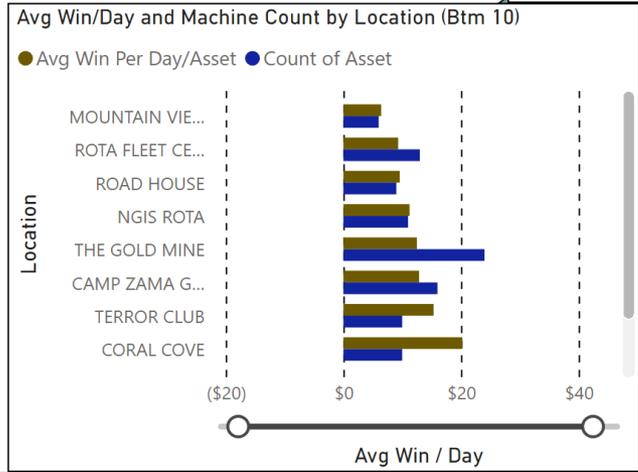
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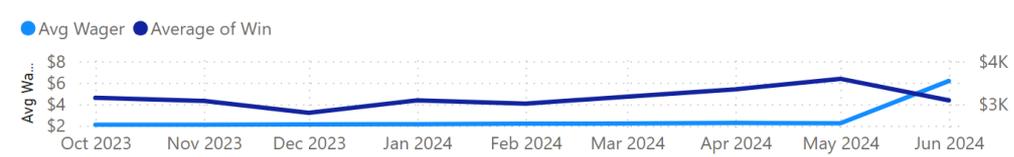
June YTD – Win & Games Played



Date Range
 Mouseover or click to expand. Click anywhere outside to collapse
 Oct 2024 - Jun 2024

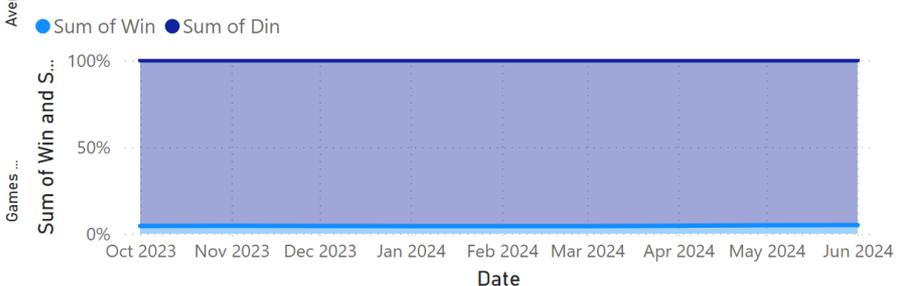
District All
Region All
Field Office All
SVC All
CMMTY All

Avg Wager and Average of Win by Date

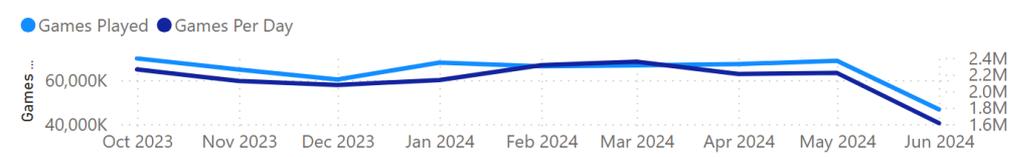


ReportLocationName
All

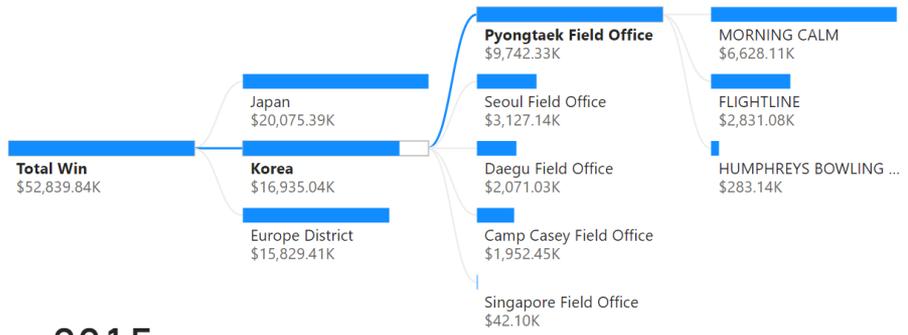
Sum of Win and Sum of Din by Date



Games Played and Games Per Day by Date

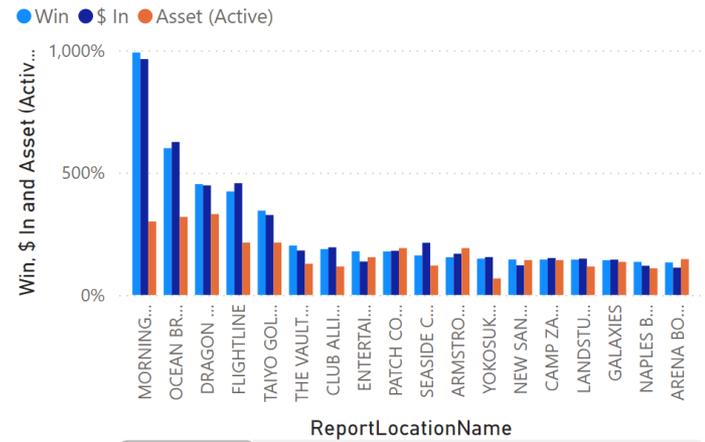


Region Korea
Field Office Pyongtaek Field Office
Location



Win/\$ In/Asset Cnt Flr Avg by Location

Entire Fleet



2015 Active Assets



June YTD – Game Theme Performance



Date Range
 Mouseover or click to expand. Click anywhere outside to collapse
 Oct 2024 - Jun 2024

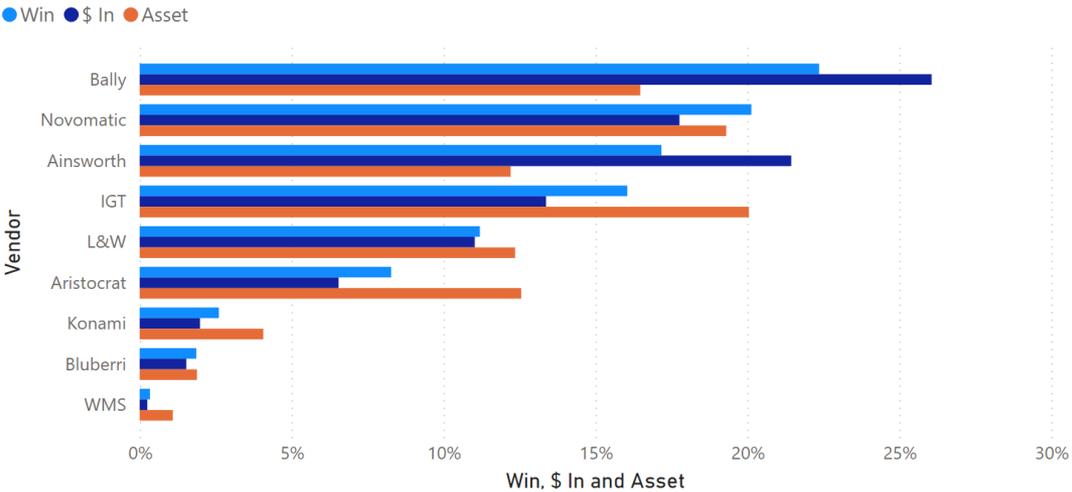
Region
 Europe District | Japan | **Korea**

FMSHORT
 All

ReportLocationName
 All

Vendor
 All

% of Total Win, \$ In, and Asset Count

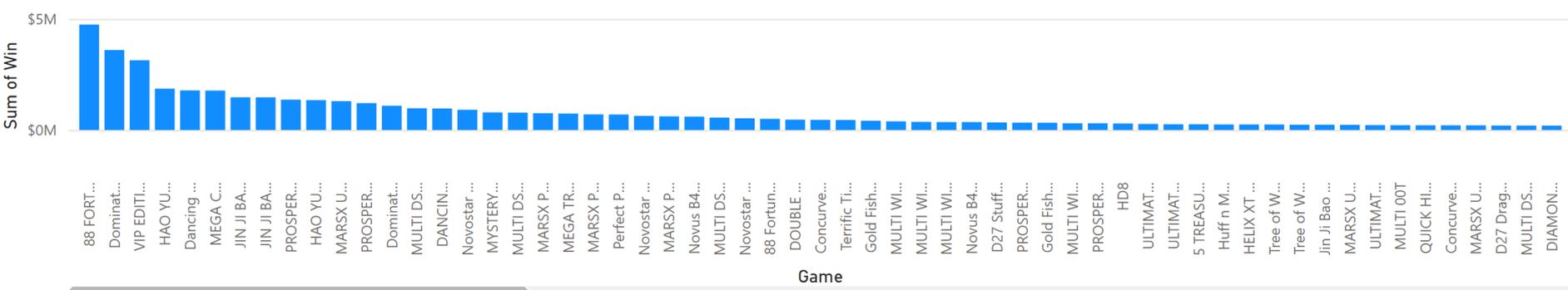


Vendor	Total Win	Avg Win/Day	Total \$ In	\$ In/Day	Avg Bet	Active Assets	All Assets
Novomatic	\$11,406.22K	\$114.85	\$209M	\$6.96M	\$1.32	389	436
Bally	\$11,191.79K	\$129.83	\$279M	\$9.22M	\$2.98	332	336
IGT	\$9,150.89K	\$99.56	\$171M	\$5.78M	\$2.35	404	408
Ainsworth	\$7,770.72K	\$127.59	\$215M	\$7.09M	\$2.37	246	259
L&W	\$5,935.58K	\$101.19	\$124M	\$4.18M	\$2.95	249	249
Aristocrat	\$4,647.45K	\$69.30	\$73M	\$2.46M	\$2.46	253	255
Konami	\$1,592.96K	\$73.66	\$28M	\$0.95M	\$6.67	82	85
Bluberri	\$959.62K	\$175.68	\$16M	\$0.54M	\$2.72	38	38
WMS	\$183.03K	\$34.23	\$3M	\$0.09M	\$1.65	22	30
iTech	\$1.58K	\$18.33	\$0M	\$0.00M	\$1.55		3

Not SAP | SAP

JP Attri 2
 All

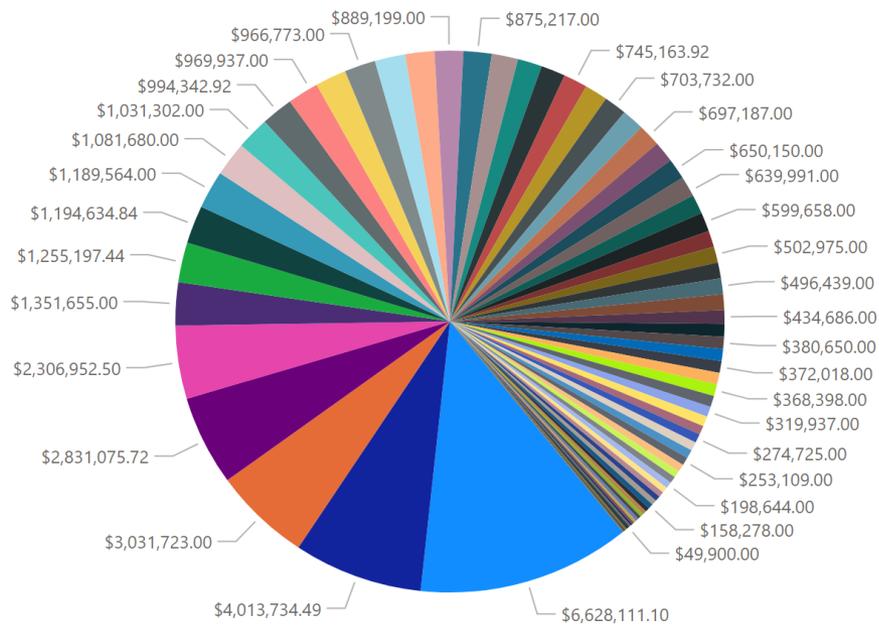
Win by Game



June YTD – Location Revenue Contribution



District All	Region All	FMSHORT All	SVC All	CMNTY All	ReportLocationName All
-----------------	---------------	----------------	------------	--------------	---------------------------



- Location**
- MORNING CALM
 - OCEAN BREEZE
 - DRAGON HILL LODGE
 - FLIGHTLINE
 - TAIYO GOLF COURSE
 - THE VAULT CLUB AND CASINO
 - CLUB ALLIANCE
 - ENTERTAINMENT CENTER GRAF
 - PATCH COMMUNITY CASINO
 - SEASIDE CLUB
 - ARMSTRONG'S
 - YOKOSUKA BOWLING CENTER
 - NEW SANNO HOTEL
 - CAMP ZAMA COMMUNITY CLUB
 - LANDSTUHL COMMUNITY CLUB
 - GALAXIES
 - NAPLES BOWLING CENTER
 - ARENA BOWLING CENTER

Year, Month

2023
 2024

Total Win YTD: \$52.84M

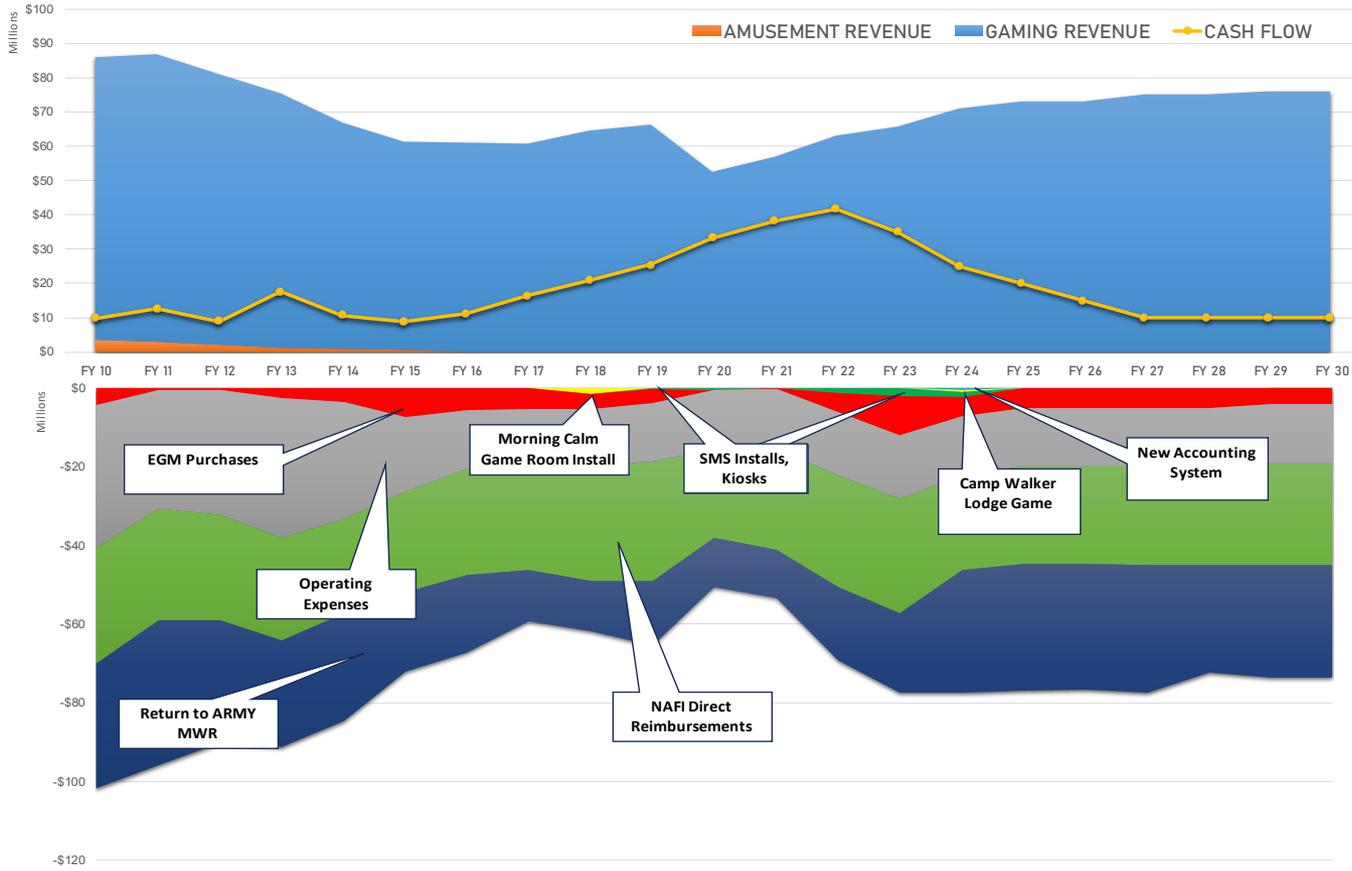




Performance Timeline 2010 - 2030

Description	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30
VENUE	\$82.38 M	\$83.95 M	\$78.86 M	\$74.22 M	\$65.99 M	\$60.79 M	\$60.84 M	\$60.67 M	\$64.50 M	\$66.35 M	\$52.47 M	\$56.96 M	\$63.09 M	\$65.61 M	\$71.00 M	\$73.00 M	\$73.00 M	\$75.00 M	\$75.00 M	\$76.00 M	\$76.00 M
REVENUE	\$3.64 M	\$2.85 M	\$2.14 M	\$1.25 M	\$0.97 M	\$0.64 M	\$0.09 M	\$0.04 M	\$0.01 M												
OW	\$9.83 M	\$12.60 M	\$8.91 M	\$17.55 M	\$10.74 M	\$8.81 M	\$11.17 M	\$16.36 M	\$20.90 M	\$25.45 M	\$33.21 M	\$38.19 M	\$41.82 M	\$35.00 M	\$25.00 M	\$20.00 M	\$15.00 M	\$10.00 M	\$10.00 M	\$10.00 M	\$10.00 M

Description	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30
ACCOUNTING SYSTEM																					
NEW LOCATIONS																					
SLOT MANAGEMENT SYSTEM																					
SLOT PURCHASES	-\$4.23 M	-\$0.46 M	-\$0.57 M	-\$2.59 M	-\$3.61 M	-\$7.48 M	-\$5.68 M	-\$5.43 M	-\$3.89 M	-\$3.49 M	\$0.00 M	-\$0.09 M	-\$5.00 M	-\$10.00 M	-\$5.00 M	-\$5.00 M	-\$5.00 M	-\$5.00 M	-\$5.00 M	-\$4.00 M	-\$4.00 M
OPERATING EXPENSES	-\$36.44 M	-\$30.24 M	-\$31.51 M	-\$35.40 M	-\$29.61 M	-\$18.78 M	-\$14.65 M	-\$13.55 M	-\$14.48 M	-\$14.90 M	-\$15.20 M	-\$15.25 M	-\$16.00 M	-\$16.00 M	-\$15.00 M						
NAFI DIRECT REIMBURSEMENTS	-\$29.30 M	-\$28.25 M	-\$26.94 M	-\$26.22 M	-\$24.06 M	-\$25.67 M	-\$27.28 M	-\$27.33 M	-\$29.13 M	-\$30.35 M	-\$22.45 M	-\$25.68 M	-\$28.50 M	-\$29.24 M	-\$24.14 M	-\$24.82 M	-\$24.82 M	-\$25.00 M	-\$25.00 M	-\$25.84 M	-\$25.84 M
RETURN TO ARMY MWR	-\$31.70 M	-\$36.83 M	-\$31.14 M	-\$27.10 M	-\$27.25 M	-\$20.01 M	-\$19.64 M	-\$12.87 M	-\$12.87 M	-\$16.49 M	-\$12.72 M	-\$12.30 M	-\$18.53 M	-\$20.19 M	-\$31.24 M	-\$32.12 M	-\$31.80 M	-\$32.34 M	-\$27.34 M	-\$28.77 M	-\$28.77 M



Key Milestones in Army Gaming Operations



Each technological advancement was designed to enhance productivity and reduce operating expenses through technology

- In 1983, 6,500 Bally E2000 electro-mechanical slot machines were purchased and installed in Army club locations in Europe and Asia. Operating limitations were imposed in terms of nickel and quarter play, top wagers, top jackpots and standard industry internal controls. Locations were reimbursed from the cash collection to offset location expenses incurred supporting gaming operations (cleaning rooms and machines, change fund management, participation in maintenance and cash collection, cash deposits and machine malfunction documentation). All play was by physical coin in and coin out for each wager and win.
- In 1986, credit meter play was introduced, significantly decreasing coin movement-related points of failure for machines.
- In 1989, video poker machines were introduced to reach a new demographic of player and reduce mechanical failures of equipment (video screen versus spinning reels).
- In 1991, multi-game video machines were deployed, allowing players to select from a suite of games all within one machine, reducing the risk of fielding an unpopular game and enhancing player appeal.
- In 1993, next-generation IGT Stepper Motor machines were purchased for inclusion in, and upgrade to, the slot fleet. Slot operations expanded into bowling centers, Rod & Gun clubs and golf courses.
- In 1996, bill acceptors were installed as a customer service enhancement. Cost of labor was projected to significantly increase so ARMP mitigated this with a custom "machine directed payments" software enhancement providing machine-generated documentation of payments to be paid by club attendants.
- In 1999, the ARMP gaming paradigm changed with the testing and introduction of cashless gaming; full roll out of all locations was completed by FY04. This also allowed the inclusion of additional manufacturers on the slot floors (WMS, Ainsworth, Aristocrat, etc.)
- In 2004 ARMP jackpots exceeding \$1,200, the IRS limit for reporting, were authorized and deployed – allowing ARMP to offer player enhancements such as progressive jackpots and popular game profiles.
- In 2005 the highly successful Novomatic Gaminator/Dominator machines were purchased and installed.
- In 2015, research to replace the original smart card software and cash kiosks was initiated.
- In 2019, the first live tests for ABS, the new slot management system began in Korea and Europe.
- In 2021, the new cash kiosk was selected and tested, allowing kiosk payment of jackpots under \$5,000.
- In 2022, post COVID, New Slot Management System rollout commenced – completion expected Feb 25.

Investments in equipment are tested prior to implementation and rollout for highest projected return on investment and full compatibility





Key Competitive Edge Drivers

Areas of Greatest Impact

- Environment and location support from Garrisons
- Investment in room maintenance and upkeep
- Customer service and recognition
- Complementary services – Food and beverage, cleanliness
- Quality equipment – ARMP is investing \$20M in new Electronic Gaming Machines (EGM) through FY24
- EGM Hold percentage of no less than the average of 93%
- Consistent and predictable operating hours
- Management of hold, max bet, max payout, and varied customer preferences against primary requirement to provide recreation, avoid life changing payouts, and satisfy Army and DOD leadership preferences.



ARMP Reinvestment in Locations



Beginning FY2022, ARMP has aggressively reinvested in its program to bring locations up to date with latest Electronic Game Machine (EGM) technology the industry has to offer. ARMP has also continued to replace old slot stands and chairs.

To date the following have been installed across the fleet:



EGMs	962
Slot Stands	512
Chairs	371





On-Board HQ Personnel

General Manager (b) (6) NF5

Program Analyst (b) (6) NF4	13
-----------------------------------	----

Technical Development

Chief, Tech Dev (b) (6) NF5	70
Electronics Eng Tech (b) (6) NF4	71
Senior Electronics Tech (b) (6) NF4	72
Senior Electronics Tech (b) (6) NF4	73
Senior Electronics Tech (b) (6) reporting 24 Aug NF4	74

Information Technology

Chief, IT (b) (6) NF5	110
Info Assurance (b) (6) NF4	14
Supv Tech Spec (b) (6) NF5	50
System Admin (b) (6) NF4	51
Systems Admin (b) (6) NF4	52
Systems Admin (b) (6) NF4	53
Systems Admin (b) (6) NF4	54
Network Admin (b) (6) NF4	111
Systems Admin (b) (6) NF4	112
DataMgt (b) (6) NF4	113

Control & Analysis

Chief, C&A (b) (6) NF5	90
Program Analyst (b) (6) NF4	91
Program Analyst (b) (6) NF4	92
Program Analyst (b) (6) NF4	93
Property Book (b) (6) NF4	11

Finance & Accounting

Controller/CFMO (b) (6) NF5	30
Accountant (b) (6) reporting TBD NF4	31
Accountant (b) (6) NF4	32
Accounting Tech (b) (6) NF3	33
Accounting Tech (b) (6) NF3	34
Systems Accountant (b) (6) NF4	35
Accountant (b) (6) NF4	36
Accountant (b) (6) NF4	57
Management Assistant (b) (6) NF3	94
Flex (b) (6) NF4	

Operations

Chief, Operations (b) (6) NF5	10
Operations Officer (b) (6) NF4	12



On-Board Field Personnel



District Manager - Europe (b) (6) 470	
District Office (b) (6) 471 NF4	Stuttgart (b) (6) 550 NF4
(b) (6) 472 NF4	(b) (6) 551 NF3
(b) (6) 473 NF4	Vilseck (b) (6) 570 NF4
(b) (6) 474 NF3	(b) (6) 571 NF4
Kaiserslautern (b) (6) 490 reporting TBD NF4	(b) (6) 572 NF3
(b) (6) 491 NF4	Ansbach (b) (6) 512 NF4
(b) (6) 492 NF3	(b) (6) 513 NF3
(b) (6) 493 NF3	
(b) (6) 494 NF3	
(b) (6) 495 NF3	
	Wiesbaden (b) (6) 590 NF4
	(b) (6) 591 NF3
	(b) (6) 592 NF3
	Sigonella (b) (6) 514 NF4
	(b) (6) 431 NF3
	Naples (b) (6) 515 NF4
	(b) (6) 531 NF3
	Vicenza (b) (6) 510 er NF4
	(b) (6) 511 NF3 PT
	Rota (b) (6) 530 NF4
	(b) (6) 334 NF3

District Manager - Far East (b) (6) 310	
District Office (b) (6) 311 NF4	Okinawa (b) (6) 410 NF4
(b) (6) 312 NF4	(b) (6) 411 NF4
(b) (6) 313 NF4	(b) (6) 412 NF3
(b) (6) 314 NF3	(b) (6) 413 NF3
Seoul (b) (6) 330 NF4	(b) (6) 414 NF3
(b) (6) 333 NF3	(b) (6) 415 NF3
	(b) (6) 416 NF3
	Pyongtaek (b) (6) 350 NF4
	(b) (6) 331 NF4
	Uijongbu (b) (6) 316 reporting 24 Aug NF4
	(b) (6) 315 NF3 PT
	Daegu (b) (6) 370 NF4
	(b) (6) 371 NF3
	Zama (b) (6) 390 NF4
	(b) (6) 391 NF4
	(b) (6) 392 NF3
	Sasebo (b) (6) 430 NF4
	(b) (6) 389 NF3
	Iwakuni (b) (6) 393 NF4
	(b) (6) 387 NF3
	Yokosuka (b) (6) 450 NF4
	(b) (6) 451 NF3
	(b) (6) 317 NF3
	Iwakuni (b) (6) 393 NF4
	(b) (6) 393 NF4
	(b) (6) 332 NF3 PT

Manning Budget: 95
On-Board: 82





End of Briefing



G9 Town Hall –2023 Accomplishments

Army Recreation Machine Program (ARMP)

- ❖ Returned \$48.9 million in profit to MWR worldwide programs, up \$1.9 million from FY22
- ❖ **FY23 New EGMs Installed – 466 – 25% of Fleet:**
 - Europe District – 166 or 22%
 - Far East District – 300 or 26.5%
- ❖ **FY23 Old EGMs Disposed – 371 – 20% of Fleet:**
 - Europe District – 147 or 8%
 - Far East District – 224 or 12%
- ❖ **New Slot Management System**
 - Upgraded cards used by customers to magnetic stripe cards from legacy smart cards – a saving of ~\$250,000 per year which is returned to MWR programs
- ❖ **Location Field Offices**
 - Reshuffled field staff to create support for each field office manager – no office is staffed by one single team member

