



Respondents to the survey also noted experiencing:

- **Stable and flexible work opportunities**—79% of new hires surveyed obtained one full-time job; one in four surveyed new employees who are taking full-time positions at the casino previously worked less than full-time; and the majority of workers who wanted full-time work at the casino obtained it. However, 63% of part-time workers at EBH reported that they wanted to work full-time but did not obtain full-time jobs, and 83% moved into hourly positions rather than salaried.
- **Increased pay and improved benefits compared to their previous jobs**—41% of respondents expect to earn more income than they did at their previous job, and 29% expect to earn roughly the same. Of 30% who expect to earn less, half expect to earn tips. Regardless of full-time status, EBH provided some type of benefits package to 91% of new workers. 23% of surveyed workers gained paid time off, 26% gained health care benefits, and 29% gained retirement benefits over their previous jobs.
- **Career potential and training opportunities in the casino industry**—65% of respondents noted choosing to work at a casino for the opportunity of career advancement. 94 of workers reported being either somewhat or very interested in a career in the casino industry.
- **Employment for long-term and local residents**—79% of the surveyed workforce were long-term state residents, while 21% moved to the state less than one year before hire. 86% of survey respondents reported state residency at time of hire, and 80% of surveyed new employees reported residencies within 30 miles of the casino.
- **Improved employment opportunities for historically disadvantaged groups**—White workers account for the largest share of surveyed workers (35%), Asian workers make up the next-largest share (20%), followed by Hispanic or Latino workers (23%), and then Black workers (18%). 43% of the surveyed workforce were women, and 43% were born outside of the U.S.

#### Work experiences across demographic groups

Workers of color represented 65% of survey respondents, and 70% of respondents who were working less than full-time at the casino. Just over 41 percent of minorities and women respondents, respectively, reported that they are expecting to make higher salaries than they did in their most recent job, at rates proportional to respondents as a whole. Women, unemployed and underemployed workers, and minority workers received or retained benefits at proportional rates to that of all respondents. Unemployed and underemployed workers who wanted full-time positions were less likely to get full-time positions than other groups and all respondents. It appears that EBH's diversity hiring goals positively impacted the availability of full-time jobs; there was relative parity across demographic groups among those who wanted a full-time job.

## About the researchers

Laurie Salame, Robert J. Williams, Martha Zorn, Thomas Peake, Valerie Evans, and Rachel Volberg are with the Social and Economic Impacts of Gambling in Massachusetts (SEIGMA) study. For more information about this report, please contact Laurie Salame at [lsalame@isenberg.umass.edu](mailto:lsalame@isenberg.umass.edu).

The License Plate Survey found that estimates of patron residency corresponded quite closely to the patron survey estimates and an even closer match for estimated expenditure.

#### Conclusions and Next Steps

The survey provides important data on patron demographics, expenditures, and gambling behavior but does not lend itself to major conclusions. Nevertheless, the findings presented here are critical to inform other more substantive and integrative SEIGMA reports.

#### Citation

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#### About this Snapshot

MGC Snapshots are intended to translate lengthy and sometimes technical reports into an easily understandable overview of the research. The findings and recommendations in the Snapshot are those of the researchers and do not necessarily reflect the position of the MGC.

