

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

* * * * *

IN RE: CATEGORY 2 LICENSE RENEWAL OF HOLDINGS
ACQUISITION COMPANY, LC, d/b/a RIVERS - PITTSBURGH

* * * * *

PUBLIC INPUT HEARING

* * * * *

BEFORE: MEMBERS OF THE BOARD:

LINDA LLOYD, PRESIDING OFFICER

Denise J. Smyler, Board Chair

Frank Dermody, Commissioner

Sean Logan, Commissioner

Sara Manzano-Diaz, Commissioner

T. Mark Mustio, Commissioner

Nedia Ralston, Commissioner

Frances J. Regan, Commissioner

HEARING: Wednesday, March 16, 2022,
10:27 a.m.

Reporter: Jeremy Harris

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LOCATION: Allegheny County Courthouse
Gold Room 410
436 Grant Street
Pittsburgh, PA 15219

A P P E A R A N C E S

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15 Counsel for Rivers Casino - Pittsburgh

16
17
18 PA GAMING CONTROL BOARD EXECUTIVE STAFF WHO APPEARED

19 BEFORE THE BOARD:

20 Amanda McCay, Investigator, Bureau of Investigations
21 and Enforcement

22 Salim Jackson, Bureau of Casino Compliance

23 Corporal Nicholas J. Benkovich, Pennsylvania State
24 Police, Bureau of Gaming Enforcement

25

A P P E A R A N C E S (cont.)

1

2

3 OTHER ATTENDEES FOR MEETING AND/OR PUBLIC HEARINGS:4 Rivers Casino - Pittsburgh - License Renewal

5 Bud Green, General Manager

6 Dannielle Cisneros-Ditto - Vice President and General

7 Counsel

8 Dr. Rahmon Hart, Director of Community Relations

9 Andre Barnabei, Senior Vice President of Gaming

10 Operations

11 Jim Cahill, Director of Security

12 Tom Quigley, Director of Surveillance

13

14 ALSO PRESENT WERE:

15 LaShawn Burton Faulk, Manchester Citizens Corporation

16 William Brooks, Pittsburgh Regional Building Trades

17 Council

18 Dan Frankel, Legislator

19 Chantel A. Young

20 Sylvia S. Elsayed

21 Julie A. Smith

22 Derek J. Peluso

23

24

25

I N D E X

1		
2		
3	OPENING REMARKS	
4	By Presiding Officer	8 - 10
5	PRESENTATION	
6	By Attorney Donnelly	10 - 14
7	By Mr. Green	14 - 19
8	By Ms. Redmond	19 - 23
9	By Attorney Cisneros-Ditto	24 - 29
10	By Dr. Hart	29 - 33
11	By Mr. Barnabei	33 - 39
12	By Mr. Green	39 - 41
13	QUESTIONS BY BOARD MEMBERS	41 - 49
14	QUESTIONS BY ENFORCEMENT COUNSEL	49 - 58
15	DISCUSSION AMONG PARTIES	58 - 60
16	TESTIMONY	
17	By Mr. Frankel	60 - 64
18	DISCUSSION AMONG PARTIES	65 - 67
19	<u>WITNESS:</u> Amanda McCay	
20	DIRECT EXAMINATION	
21	By Attorney Gabrielle	67 - 72
22		
23		
24		
25		

I N D E X (cont.)

1		
2		
3	<u>WITNESS:</u> Salim Jackson	
4	DIRECT EXAMINATION	
5	BY Attorney Gabrielle	73 - 80
6	QUESTIONS BY THE BOARD	81 - 82
7	REDIRECT EXAMINATION	
8	By Attorney Gabrielle	82 - 83
9	<u>WITNESS:</u> Corporal Nicholas J. Benkovich	
10	DIRECT EXAMINATION	
11	BY Attorney Gabrielle	84 - 95
12	QUESTIONS BY THE BOARD	96 - 97
13	PUBLIC TESTIMONY	
14	By Ms. Burton-Faulk	98 - 102
15	By Mr. Brooks	102 - 106
16	By Ms. Elsayed	106 - 108
17	By Ms. Young	108 - 110
18	By Ms. Smith	111 - 113
19	By Mr. Peluso	113 - 115
20	DISCUSSION AMONG PARTIES	115 - 116
21		
22		
23		
24		
25		

E X H I B I T S

		Page	Page
<u>Number</u>	<u>Description</u>	<u>Offered</u>	<u>Admitted</u>
<u>Rivers Exhibit:</u>			
1	PowerPoint Presentation	59	59
2	Letters of Support	59	60
<u>OEC Exhibit:</u>			
1*	Arrest Statistics	65	67
2*	BLCE Letter dated 2/14/22	65	67
3*	Office of Compulsive and Problem Gambling Memorandum	65	67
4*	Pennsylvania Department of Revenue Letter	66	67
5*	Stipulations	66	67

*EXHIBIT NOT ATTACHED

P R O C E E D I N G S

PRESIDING OFFICER: Good morning, everyone. My name is Linda Lloyd and I'm the Presiding Officer assigned by the Board to conduct this portion of the Category 2 License Renewal Hearing for Holdings Acquisition Company, LP, doing business as Rivers Pittsburgh.

Before we begin, if you could turn off your cellphone or to vibrate your cellphones and that sort of thing. I've been told that normally we do stream these hearings live, but I've been told that there is some internet connectivity issues. So if you are out watching this on YouTube and it disappears, it's because we're having internet connectivity issues here. But the video of today's proceedings, will be posted to the Board's website tomorrow. So you can go and watch it at that point if you lose the feed and can't get it back.

So as the Presiding Officer, I call this hearing to order. The date is Wednesday, March 16, 2022. The time is 10:29 and the location is the Allegheny County Courthouse, the Gold Room number 410 at 436 Grant Street in Pittsburgh, Pennsylvania.

The Pennsylvania Racehorse

1 Development and Gaming Act requires at Section 1326
2 that an Operator's license shall be subject to
3 renewal by the Board every five years. This License
4 Renewal Hearing is convened by the Board pursuant to
5 the mandate found in Section 1205(b) of the Gaming
6 Act that requires the Board to conduct a public
7 input hearing for any license renewal application.

8 This hearing was advertised on the
9 Board's Website, announced by the Board at previous
10 public Board Meetings and advertised in local
11 newspapers and all the Board Members are present
12 with us today for the hearing. The hearing will
13 begin with a Presentation by Rivers Pittsburgh with
14 Cross Examination of witnesses by the Board's Office
15 of Enforcement Counsel (OEC) and questions from
16 Board Members.

17 The OEC will then make a presentation
18 with the same Cross Examination of witnesses by
19 River's Counsel and questions by the Board. At the
20 close of those two presentations, those individuals
21 who have registered to speak today at the hearing
22 during public comment period will be heard as their
23 names are called. Any speaker registered will have
24 five minutes to provide their thoughts on the
25 Renewal Application.

1 So let's begin by having all the
2 witnesses for Rivers Pittsburgh and the OEC who will
3 testify today during the hearing, please stand and
4 raise your right hand to be sworn by the Court
5 Reporter.

6

7

(WITNESSES, SWORN EN MASSE.)

8

9

10 PRESIDING OFFICER: And if I could
11 just remind all the speakers to state and spell
12 their name for the Court Reporter the first time
13 they speak so he has your spellings, but he'll have
14 them on record. And take it away, John.

14

15 ATTORNEY DONNELLY: Thank you.

15

16 Good morning, everybody. I want to
17 thank everybody for - I recognize this is a
18 statutorily-required hearing, but I want to thank
19 everyone for taking the time to come here and to
20 allow us this opportunity to present the changes
21 that have occurred at Rivers Casino Pittsburgh since
22 our last formal presentation. I want to also thank
23 - I recognize that this is a Public Input Hearing,
24 members of the public, appreciate you coming out. I
25 apologize the setting and we're probably going to
have our backs to you when you speak. Also, my

1 thanks to - I know that, to you, Director Lloyd for
2 all your work putting this together, it's been quite
3 an ordeal. It always is and I see Executive
4 Director O'Toole and Ashley. I have been working
5 with the OEC, putting together the presentation and
6 the proofs that we'll put in today, and responding
7 to questions from that division.

8 It's an important element of the
9 statute that we recognize because casinos were
10 invited into Pennsylvania, into the Commonwealth,
11 some years ago and the - the Legislature correctly
12 wrote into the statute that the public has a right
13 to know what's going on and a right to have comments
14 heard. That's the purpose of this hearing as I
15 understand it today.

16 This an interesting project because
17 most of the people in this room probably were not
18 following closely, what happened in 2008 in this
19 project, but this project has risen from the ashes.
20 In 2008, -.

21 PRESIDING OFFICER: John, can I
22 interrupt you. They're having a little bit of a
23 problem hearing you. Do you have your microphone
24 on? Are you speaking into it? Is the red light on
25 the microphone?

1 ATTORNEY DONNELLY: There's no light
2 on.

3 PRESIDING OFFICER: Okay.

4 The silver button, there should be a
5 silver button on the microphone base. Is there or
6 no?

7 ATTORNEY DONNELLY: No.

8 PRESIDING OFFICER: Okay.

9 Richard is coming to help you out.

10 It's coming through. So you'll have
11 to get a little closer maybe.

12 Okay.

13 If you can just get a little closer
14 to the microphone.

15 ATTORNEY DONNELLY: Will do. I
16 forgot to thank Rich for coming too. He's my go-to
17 guy. You've got a great asset in him by the way, he
18 fixes a lot of problems.

19 Back to where I was, in 2008, this
20 project was shuttered. What had happened is that
21 the financial crisis had hit. It couldn't be
22 financed. I'm sure Linda remembers, she was around
23 at the time. And the project - the construction
24 manager went to the labor unions and to the
25 contractors and who were threatening - well, the

1 company was essentially in default and a hair's
2 breadth away from bankruptcy. But bankruptcy would
3 have fouled things up forever. So the building -
4 the job was shut down and the labor unions to their
5 great credit and the contractors, both agreed to
6 stand still while the construction manager could
7 find - try to find financing and along with others.
8 He went to Wall Street, went here or there.

9 Ultimately, because he had a very
10 minor interest in the Philadelphia Casino, found
11 Neil Bluhm and Greg Carlin out of the Chicago group
12 that's called Rush Street Gaming now. They were
13 able to finance this project and it was nip and tuck
14 for quite a while. And so 2008, we went from - and
15 what's remarkable to me and I think remarkable to
16 everybody, in 2008 we went from a shut-down project
17 - and I'm from Atlantic City and I've seen shut-down
18 projects sit for years, years and years with rusting
19 steel up, to what you're going to see today.

20 So it's - I take no credit for it
21 whatsoever, but I give a lot of credit, enormous
22 credit to this team, the flexibility of the
23 Commission at that time because it was tough times
24 for them, too. And when the project take - was
25 taken over, they were licensed then and we went to,

1 I think two renewals before then, and today, you're
2 going to hear what's come of this - this entire
3 exercise that was dead on its feet.

4 So with that, I'm - I didn't even
5 introduce myself, I'm John Donnelly, I'm the Counsel
6 for Rivers and I have been for some time. I'm going
7 to turn it over to Bud Green. Let him introduce his
8 team. Bud's our General Manager and we're off to
9 the horses - the races.

10 MR. GREEN: Thanks, John. My name is
11 Bud Green, B-U-D, G-R-E-E-N. Good morning,
12 everyone. Thank you for taking the time to travel
13 here to Pittsburgh for our relicensing hearing.
14 Thank you also to everyone in the audience for
15 attending. I know parking downtown can be a
16 problem. I used to live downtown. So thanks for
17 everyone getting down here.

18 Again, I am Bud Green, General
19 Manager of Rivers Casino Pittsburgh. With me, I
20 have members of Leadership Team who will also be
21 speaking. We have Shannon Redmond, our Vice
22 President of Marketing. Dannielle Cisneros-Ditto,
23 Vice President and General Counsel. Dr. Rahmon
24 Hart, our Director of Community Relations. Andrew
25 Barnabei, our Senior VP of Gaming Operations. Also

1 in the audience we have Jim Cahill, our Director of
2 Security and Tom Quigley, our Director of
3 Surveillance.

4 If you turn to page five, to give a
5 quick history of Rivers Casino like John was talking
6 about, there was a developer that was awarded the
7 license here in Pittsburgh in 2006, construction
8 began in 2007 and in 2008, the Recession hit and the
9 project was shut down, a thousand to 1,500
10 construction jobs were furloughed and there was a
11 risk of 2,500 construction jobs at-risk altogether.

12 In 2008, Rush Street Founders Neil
13 Bluhm and Greg Carlin stepped in and restarted the
14 project and agreed to honor all the commitments that
15 were made by the original license awardee and
16 developer.

17 In 2009, the project was completed
18 and Rivers Casino opened in August. From 2008,
19 where there was a chance the project was never going
20 to get done, to 2022, we're among Pittsburgh's top
21 entertainment destinations. We have hit many
22 milestones that we'll detail throughout this
23 presentation.

24 Some of those, if you'd go to page
25 seven there, since opening, some of the highlights

1 included in 2010, Pennsylvania approved table games
2 and we added a full lineup of tables. In 2017,
3 sports betting was approved. Thank you very much.
4 In 2018, we opened our temporary Sportsbook and then
5 in '19, we opened permanent Sportsbook. We also, in
6 '19 expanded our banquet operation and opened up an
7 Event Center, about 25,000 square foot Event Center.
8 And then actually in 2019, years in the making, we
9 finally broke ground on the Landing Hotel right next
10 to the casino.

11 If you go to page eight, we continue
12 to be a great place to work. A strong economic
13 engine and a proud community partner. Throughout
14 this presentation, we're going to describe the
15 reasons why we are all of that.

16 If you go to the next page, on page
17 nine, just to give you some of the details on the
18 property. We're roughly 480,000 square feet. We
19 have over 2,500 slot machines, 99 tables, 30 poker
20 tables, like I had mentioned 35,000 square feet
21 roughly of banquet and event space and about 3,800-
22 parking spot garage.

23 If you go to the next page, on page
24 ten, since the very beginning, there's been \$900
25 million invested into the property and that's from

1 the very beginning with construction, slot machine
2 purchases, you name it, all the way up to the hotel
3 that we're currently building. So \$900 million
4 reinvested into that property on the Northshore, I
5 think it's a very significant number.

6 If you go to page 11, and since 2015,
7 since our last hearing, we've actually invested a
8 hundred million dollars into the property. As I
9 mentioned, the Landing Hotel, which is about \$60
10 million. Some of the other bigger projects I've
11 mentioned the Event Center, \$3.9 million. The
12 Rivers Sportsbook, the permanent one was \$5.3
13 million and our - our new Martorano's Prime Italian
14 Steakhouse, which is about \$3 million.

15 On the next page, you'll see a little
16 chart with some of the gaming tax; over \$2 billion
17 in gaming tax paid and we break it out for you guys
18 in our presentation on the page. I won't go through
19 the numbers, but it goes line-by-line with that
20 break out is.

21 And furthermore, on the next page,
22 you'll see \$141 million in city, county and
23 Pennsylvania tax paid as well. And again, the break
24 down is in your - your presentations for you to take
25 a look at. And one thing we're actually real proud

1 of, if you go to the next slide, throughout the
2 years, \$14.6 million have been generated for
3 Pittsburgh and Allegheny County Libraries and that
4 comes out of our - our table game tax that I
5 referenced - that's referenced on page 12 of your
6 presentation. We continue to pay \$7.5 million
7 annually to the SEA for the construction expense of
8 PPG Arena. By the end of '22, we'll have paid over
9 \$100 million, with a total commitment over 30 years
10 of \$225 million.

11 So as the Rivers Casino Pandemic
12 Safety Officer during COVID, one thing I want to
13 detail before I turn it over to Shannon, was our
14 response to COVID. Obviously, it was an
15 unprecedented time, but we put many steps in place
16 to mitigate the risks. First, we suspended all
17 operations before the Governor's Order.
18 Subsequently, all U.S. casinos were closed;
19 commercial casinos were closed, I should say. Our
20 team member compensation continued with
21 uninterrupted benefits. And we also launched our
22 Rivers Clean Team once we reopened. And one thing I
23 want to stress on this, I note, it's called
24 AtmosAir.

25 So, AtmosAir was a technology that we

1 installed in our air handler units prior to COVID,
2 probably about 2016, 2017. Multimillion dollar
3 investment to purify the air. And actually, with
4 COVID, it's been tested and it's been stated that
5 it's been 99.9 percent effective against COVID. So
6 we continually upgrade those air handler units and
7 really focus on to make sure the air quality in our
8 casino is top notch.

9 In other things we've done, you know,
10 the game floor modifications during COVID, and the
11 Plexiglas and social distancing. You know, hand
12 sanitizer and disinfectant wipes throughout the
13 casino and the mask-wearing and the temperature
14 checks as well. And we do still follow all CDC
15 Guidelines when it comes to COVID. So we're
16 aggressive with what they're saying and focused on
17 their website to make sure that we're up to date
18 with any guideline changes that they may have. So
19 all in, we've invested for COVID mitigation, about
20 \$1.7 million for the - you know, for the safety of
21 our guests and team members.

22 So, thank you everybody. I'd now
23 like to introduce Shannon Redmond, our Vice
24 President of Marketing.

25 MS. REDMOND: Good morning. It's

1 Shannon, S-H-A-N-N-O-N, Redmond, R-E-D-M-O-N-D. As
2 Bud said, I'm the Vice President of Marketing. I've
3 been with Rivers Casino, I'll celebrate my eight-
4 year anniversary on Cinco de Mayo, this May.

5 So on the first side, I want to talk
6 about how we're evolving into a regional destination
7 and we're expanding our marketing accordingly. Some
8 of the tools we use are actually investing back into
9 our local businesses, such as our media live agency,
10 our radio and TV partners and our sports partners.
11 These local marketing relationships are what enable
12 us to execute on our marketing strategies.

13 Our partnership with the Pittsburgh
14 Penguins is a perfect example of utilizing sports
15 partners. Our sponsorship of the Pittsburgh
16 Penguins is in addition to and separate from the SEA
17 payments that Bud spoke of. We actually have the
18 title of Official Casino and Official Sportsbook of
19 the Pittsburgh Penguins, which is important as we
20 establish ourselves as this regional destination.

21 This is a key part of our marketing
22 strategy as it enables us to expand our Rivers brand
23 to Penguins fans that are not within our current
24 market.

25 We also have a strong presence within PPG

1 Arena. This is an area that we've built called the
2 BetRivers Lounge. This was an additional investment
3 of \$2.1 million to build this beautiful bar, which
4 is in a prime location within the arena. In
5 addition to the bar, there are also what we
6 consider, not only the best seats in the house, but
7 also the most comfortable, as these seats our
8 modeled after our very own Sportsbook at Rivers
9 Casino. Our relationship with our Stanley Cup
10 winning hockey team resulted in promoting not only
11 our winning sports teams, but also the casino and
12 the local offerings within Pittsburgh.

13 Next slide, please.

14 Since 2015, we have hosted a variety
15 of different types of events. Some that focus on
16 our places with community partner, while others have
17 resulted in national exposure for Pittsburgh. Some
18 examples of this national exposure include hosting
19 Gabby Barrett and the live outdoor concert with
20 local bands, community and media there to cheer her
21 on as the American Idol Finalist. We also hosted
22 Shark Tank Auditions within Rivers Casino. Other
23 local events just to name a few that we have hosted
24 have been Pittsburgher of the Year, best places to
25 work as well as popular places.

1 Next slide, please.

2 Another piece to expanding our brand
3 is by using the capital investment that Bud spoke of
4 with the Event Center. We do this by presenting
5 legendary entertainment designed to draw a large
6 audience from an expanded geographic area. We've
7 sold out our shows from Canadians Jay Leno and Ron
8 White, to Kool and the Gang, to Styx, to most
9 recently, Boyz II Men. This out-of-state draw,
10 couple with unique dining offerings, such as
11 Martorano's Prime, enables us to attract a larger
12 market area due to highlighting and focusing on our
13 ability to create an experience that's worth talking
14 about, with the ultimate intent of driving guests to
15 the property.

16 As you know, we're also now building
17 a hotel, which is another valuable asset in working
18 towards our goal of becoming this regional
19 destination. Ultimately, we are striving to create
20 an entertainment destination that goes beyond
21 gaming. Success for Rivers Casino includes several
22 aspects, from ensuring we're a great place to work
23 for our team members, to being an engaged community
24 partner, to drawing in gaming revenues that includes
25 also coming in from other states to grow our

1 business.

2 Next slide, please.

3 In 2019, we celebrated our ten-year
4 anniversary where we had a variety of events,
5 celebrating ten years of strong community
6 partnerships, ten years of providing entertainment
7 experiences and ten years of providing a great place
8 to work for our team members. It was a proud moment
9 for all of us, and we're looking forward to
10 continuing that success and celebrating our next
11 anniversaries.

12 And I just want to talk a little bit
13 about recognition. This is recognition from third
14 parties that we have received, and it really speaks
15 to how hard we work for our reputation. These are
16 just a few examples of awards that we received and
17 when it comes down to how we're winning these
18 awards, it all goes back to the hard work of our
19 Rivers Casino team members. The dedication and
20 loyalty of our team members are the key to Rivers
21 Casino earning this recognition and the entire
22 Rivers Casino team is very proud of how far we have
23 come since 2009.

24 And now I'd like to introduce
25 Dannielle.

1 ATTORNEY CISNEROS-DITTO: Thank you,
2 Shannon. Dannielle Cisneros-Ditto,
3 D-A-N-N-I-E-L-L-E, C-I-S-N-E-R-O-S, hyphen,
4 D-I-T-T-O. I think Rivers have won a lot of awards,
5 but I think I get the award for the longest name
6 here today.

7 Good morning, Director Lloyd,
8 Chairperson Smyler and Commissioners. I am the Vice
9 President and General Counsel for Rivers Casino
10 Pittsburgh. I'm proud to say that I've been a team
11 member since 2010. I'm here today to present a
12 little bit about our Compliance Program. We, at
13 Rivers Casino pride ourselves in our commitment to
14 provide a good service, maintaining the highest
15 level of game integrity and providing a safe
16 environment for all our patrons and our team members
17 alike. We have a longstanding history of self-
18 reporting incidents that occur and are committed to
19 having an open and transparent relationship with the
20 Pennsylvania Gaming Control Board, the Bureau of
21 Casino Compliance, including the BCC Representatives
22 onsite, the Bureau of Licensing, the Bureau of
23 Investigations and Enforcement (BIE), the Bureau of
24 Gaming Operations and the OEC and the Pennsylvania
25 State Police, among others. We maintain

1 communication with all of these various departments
2 and agencies on a constant, probably daily basis.

3 Slide 25, please.

4 Underage gaming prevention is a
5 critical component of the compliance program at
6 Rivers Casino Pittsburgh and it's an initiative we
7 take very seriously. We continue to utilize annual
8 casino ID training, and we train many of our team
9 members, not just our security department. We train
10 our table games and poker team members, many of our
11 food and beverage staff, our slots team, marketing
12 team members, among others; people that have regular
13 contact with patrons.

14 We often use real-life examples of
15 fake or false identification that have been received
16 from patrons by our security staff at our entrances,
17 as people who are not supposed to be there, are
18 attempting to enter our gaming floor. Our security
19 team uses advanced ID scanners at the entrances and
20 we continue to maintain our commitment to require
21 photo identification from anyone appearing 30 years
22 of age or younger.

23 Our security team makes a referral to
24 law enforcement for each underage suspect found and
25 for each false identification presented to our

1 staff, regardless of age. We have a great working
2 relationship with the Pennsylvania State Police
3 onsite and they work hand-in-hand with both our
4 security and our surveillance teams.

5 MR. LOGAN: Your notification is to
6 law enforcement, what does that mean? City of
7 Pittsburgh or State Police?

8 ATTORNEY CISNEROS-DITTO: It would be
9 State Police because it's a gaming floor issue, yes.
10 And when designing the Landing Hotel Pittsburgh and
11 its connection to our existing facility, we made
12 sure that all connections have security checkpoints
13 in order to maintain our commitment to prohibit, as
14 best we can, underage gambling.

15 Slide 26, please.

16 In fact, children have been a
17 critical topic of conversation throughout
18 Pennsylvania. We are, unfortunately, unable to
19 prevent parents from making bad choices. However,
20 we are making significant efforts to warn patrons
21 and react swiftly when a parent or guardian makes
22 the bad choice to leave a young child unattended on
23 our property. We recently updated and increased
24 existing signage that we had to warn patrons. Some
25 of those signs on shown on your slides. We have put

1 signage on every floor of the garage and in the
2 elevator banks and at every entrance to our casino.
3 In addition, we have added signage to emergency call
4 boxes that are on every floor of the garage.

5 MR. LOGAN: So I - I think you know
6 I'm passionate about this issue. So if somebody in
7 - today, make sure you tell me and the Board, adding
8 a hotel is a whole new dynamic now with kids not
9 left unattended in cars, in hotel rooms. So I'm not
10 - I don't want to interrupt - I - I am interrupting,
11 but I don't want to interrupt your flow. Somebody
12 tell me what process you're going to put in place
13 for folks checking in at the hotel. If there's a
14 kid, do you ask? So just put that on your radar
15 screen, so -.

16 ATTORNEY CISNEROS-DITTO: And I'd be
17 happy to address that offline as well. We do not -.

18 MR. LOGAN: I want it online, I want
19 it on the record.

20 ATTORNEY CISNEROS-DITTO: We don't
21 have those policies in place yet as our hotel -

22 MR. LOGAN: That's unfortunate. I
23 mean, I've been here for five years -.

24 ATTORNEY CISNEROS-DITTO: - is not -
25 is not open yet. We are still working best

1 practices.

2 MR. LOGAN: I understand that, but
3 I've been here for five years and you know I'm
4 passionate about this. So it's amiss that somebody
5 didn't come with that information today.

6 ATTORNEY CISNEROS-DITTO: We have
7 multiple cameras on every floor of our parking
8 garage and our security team has increased parking
9 garage patrols. We've invested over \$170 - or
10 \$67,000 for enhanced LED lighting in the garage.

11 A lifetime property ban is issued to
12 a patron who leaves a young child unattended in a
13 car and law enforcement is contacted to handle any
14 criminal charges that may be filed. We are, and
15 remain committed to doing what we can to help with
16 this issue and we continue to be diligent in our
17 efforts at that property to maintain best practices.

18 Next slide, please.

19 Rivers Casino Pittsburgh continues
20 with its commitment to Responsible Gaming programs
21 as well. Our team members are all trained upon new
22 hire and annually after that. Team members are, in
23 fact, suspended from working if they don't complete
24 their training by the due date and they are not
25 permitted to work until they complete it. Self-

1 excluded patrons who violate their agreement with
2 the Commonwealth by gambling at our property are
3 banned and law enforcement, meaning PSP, often
4 prosecutes these individuals for defiant criminal
5 trespass. In addition, while it's not required, we
6 took the initiative to issue property bans to any
7 individual who self-excludes from online gaming.

8 Next slide, please.

9 Responsible Alcohol Management is an
10 area that we take very seriously. We are a RAMP
11 Certified license holder. The program requires that
12 50 percent of the alcohol service staff be trained.
13 Currently, we train all of our alcohol service staff
14 and, in addition, we train other team members that
15 routinely come into contact with patrons. Some of
16 those departments are shown on the slide.

17 Our goal is always to provide a safe,
18 and compliant and entertaining environment for our
19 patrons because they're our family, our neighbors,
20 our friends and our community. And here today to
21 discuss our commitment to the community is Dr.
22 Rahmon Hart, our Director of Community Relations.
23 Thank you for your time and attention.

24 DR. HART: Thank you, Dannielle. And
25 good morning everyone. My name is Rahmon Hart,

1 that's R-A-H-M-O-N, Hart, H-A-R-T.

2 I've been the Director of Community
3 Relations at Rivers Casino Pittsburgh for nearly
4 eight years. I'll actually celebrate on April
5 Fool's Day will be my eighth -. But I'm a
6 Pittsburgh native who grew up in the most abutting
7 neighborhood in Manchester on the Northside.

8 Next slide.

9 A major part of my role at Rivers is
10 to provide leadership for our community engagement
11 initiatives. I'm proud to be a part of an
12 organization who's genuinely committed to giving
13 back to the community. Community engagement is very
14 much a part of the Rush Street Gaming culture and
15 it's embedded into the fabric of everything that we
16 do.

17 Rivers Gives is our corporate social
18 responsibility program that helps us to maintain
19 strong relationships with a wide range of
20 organizations in the City of Pittsburgh and
21 Allegheny County. One of the most exciting aspects
22 of the Rivers Gives program is that it provides
23 opportunities for our team members to go out into
24 the community every month and spend a day helping a
25 local non-profit organization to complete a project

1 that they deem as critical to their mission.

2 Rivers Casino team members volunteer
3 more than 2,000 hours each year. We're going to
4 play a brief video that gives you an idea of the
5 program and the types of projects that we do.

6 ---

7 (WHEREUPON, VIDEO WAS PLAYED.)

8 ---

9 DR. HART: As you can see from the
10 video, we really enjoy giving back and our bond with
11 the community has grown stronger and stronger every
12 year. Our involvement extends beyond service
13 projects and includes our Executive Leadership team
14 serving on several local non-profit boards and
15 committees. I won't read everything on the slide
16 listed, but this gives you a quick snapshot of our
17 service.

18 Next slide, please.

19 We are proud community partners who
20 stand shoulder-to-shoulder with countless non-profit
21 organizations throughout the year. In addition to
22 having boots on the ground and volunteering, we know
23 that it takes financial resources to coordinate
24 high-quality programs and initiatives. Through our
25 Rivers Gives Charitable Donation Program, we have

1 given over \$12 million to over 200 organizations.
2 These resources help them to carry out their mission
3 of serving the local community. It should also be
4 noted that these donations don't include the \$7.5
5 million per year that we give for the Penguins
6 arena.

7 Next slide.

8 A large part of giving back to the
9 community also includes doing business with local
10 minority and women-owned businesses. We spend an
11 average of \$20 million a year with local businesses
12 and \$6 million a year with minority and women-owned
13 businesses. This is something that we do by design.

14 Our team regularly participates in
15 supplier diversity and MWBE training sessions so
16 that we stay up to date on the latest trends and
17 continuously think about how we can improve. We
18 also host, How to do Business with Rivers Casino,
19 Seminars, which focuses on the uniqueness of
20 opportunities and the processes, like the licensing
21 process and so forth. And we host an annual share
22 supplier diversity conference in our Events Center
23 that connects minority and women-owned businesses
24 with real contract opportunities.

25 We realize that's a significant

1 impact that small businesses have on the local
2 economy, which is why these strategic initiatives
3 are so important to the part - part of our larger
4 corporate social responsibility strategy.

5 At this time, I'll turn it over to
6 Andre, who is our Senior Vice President of Gaming
7 Operations. I appreciate everyone's time. Thank
8 you.

9 MR. BARNABEI: Thank you, Rahmon.
10 Good morning, everybody. As Rahmon mentioned, my
11 name is Andre Barnabei, A-N-D-R-E, B-A-R-N-A-B-E-I,
12 and I'm the Senior Vice President of Gaming
13 Operations here at Rivers Casino in Pittsburgh.

14 I've had the privilege of being with
15 this organization now for over 14 years and have
16 kind of seen, as John mentioned from the start, and
17 a rocky start, to where we are today. It's been an
18 amazing experience for me personally, as well as my
19 family here in the Pittsburgh area.

20 I'm going to begin on slide 36 where
21 I focus on our continued reinvestment and our focus
22 on the future of gaming at Rivers Casino. We are
23 focused on the continued evolution of our gaming
24 experience and we've done some key initiatives and
25 reinvestments in the property to make sure that we

1 are a leader in the market. Our ongoing
2 reinvestment on the gaming floor, here's a snapshot.
3 Over \$20 million in slot reinvestment. \$1.9 million
4 in new gaming floor carpet, and might I tell you,
5 that was a quite interesting project; taking
6 everything out and putting it right back in. And
7 almost a million dollars in new gaming floor chairs.

8 We were first to market with hybrid
9 gaming, which is where a dealer assists an
10 electronic station with live tables games, and
11 you'll see my friend, Russ there in the photo. If
12 you ever get a chance to see Russ on the weekends, I
13 guarantee it will be an entertaining experience.

14 Next slide, please.

15 We also had the opportunity to
16 introduce our BetRivers Sportsbooks and we went zero
17 to Sportsbook in 43 days in our temporary sportsbook
18 and a special thanks to some of the PGCB members and
19 partnerships that we had to get through that in 43
20 days was pretty remarkable. And then we moved on to
21 open our permanent Sportsbook in 2019, which you'll
22 see there pictured in the picture on the right. It
23 was a \$5.3 million investment. That investment gave
24 us, what I feel, a Sportsbook that rivals many
25 Sportsbooks throughout the country. Not only did it

1 give us a new amenity to the property, it gave us an
2 opportunity to grow our business and grow our team.

3 You'll see pictured there on the
4 left-hand side, a gentleman named Max Schmerin. Max
5 started with us as a security officer. He went on
6 to become an intern with us at Rivers Casino. He
7 later became a slot attendant, a slot supervisor. I
8 asked him to move over and take the chance and open
9 the Sportsbook with us in that 43-day period, and he
10 did. He became a Sportsbook supervisor and Max is
11 now the Sportsbook manager here at Rivers Casino. A
12 great story for Max. Max is just one of those
13 examples of team members that have had opportunity
14 here at Rivers Casino in Pittsburgh.

15 Next slide, please.

16 I feel that this is just one of the
17 reasons why our team members continually vote us one
18 of the best places to work, and one of the top
19 workplaces here in Pittsburgh.

20 Next slide, please.

21 Rivers Casino is truly a best place
22 to work. A great place to work. We're one of
23 Pittsburgh's largest employers. We employ over
24 1,300 team members, 96 percent of which are
25 Pennsylvania residents. Thirty-eight (38) percent

1 of that group is female and 31 percent are minority.
2 Of our nearly 200 executive management and
3 professional staff, 32 percent are female and 13
4 percent are minority. We have nearly 100 team
5 members that have been with us from day one, and
6 over our course, we've had over 1,700 internal staff
7 promotions, including opportunities for myself
8 personally throughout these years.

9 Some other noteworthy reasons as to
10 why we are a great place to work; Rush Street
11 Gaming, as John mentioned, kind of our ownership
12 group, they stepped back and they looked, and they
13 determined that they wanted to come up with an
14 enterprise-wide commitment to a living wage. So
15 what does that mean?

16 Our team members earn a minimum of
17 \$15 per hour, and when you step back and you add the
18 benefit value into that, we're over \$25 per hour.
19 Our tipped employees already take home over \$15 an
20 hour. And a real life example of that would be our
21 table games dealers, earning somewhere between
22 \$45,000 and \$50,000 a year, plus the value of their
23 benefits.

24 Next slide, please.

25 Some of those benefits that I have

1 listed here today, I won't go through them all,
2 things like medical, dental, vision, prescription
3 drug. Things like our team member events and
4 giveaways, right, where we focus on family and
5 community. We take our team members to Kennywood
6 Park each year. And for some of you that aren't
7 aware, it's a small local amusement park here in the
8 City. We allow them and a guest to attend. We
9 allow their families to come. We rent a pavilion
10 and we really just have a great day. We do it over
11 two different days. It's a fun, exciting day.
12 Sometimes it's a family vacation for our team
13 members.

14 We also giveaway things like turkeys
15 and hams around the holidays to our team members,
16 and of course, we focus on their future with things
17 like our 401k or our tuition reimbursement. And I
18 would add that our 401k is not necessarily a
19 standard one. It only takes six months to get
20 involved in our 401k. You're vested 100 percent
21 immediately with a hundred percent match on the
22 first three percent and 50 percent on the next two.

23 Next page, please.

24 We continue to look for top talent to
25 grow our business and develop new careers in this

1 industry. We're always hiring. We're always
2 focusing on recruitment and retention and we try to
3 have fun while doing so. You'll see pictured there,
4 an image of a shirt that we created recently and it
5 gives our team members an opportunity once a week to
6 wear a shirt in our environment. On the back, if
7 you can't read it, it says I got hired at Rivers
8 Casino and all I got was a satisfying career, great
9 benefits, coworkers who value me and support my
10 growth, plus this t-shirt. We do that as kind of
11 fun way for our team members to try to recruit from
12 within our building.

13 We also have some great initiatives
14 and partnerships. So we've partnered with CCAC. We
15 have a paid dealer school. With that dealer school,
16 we pay you to go to school. We pay for your tuition
17 at CCAC and we give you a direct audition for a
18 direct line for a job for us here at Rivers in
19 Pittsburgh.

20 And lastly, our employment partners,
21 as I mentioned, CCAC, amongst many others, we have
22 other things that we're involved with. As an
23 example, most recently, I was at Robert Morris
24 College presenting to a group of students there in a
25 full-day workshop where we focused on careers. And

1 we talked to them about our internship programs and
2 the opportunity for them to partner with us, not
3 only for graduates, but also for students if they're
4 looking for work while they're in school to help
5 them support paying for their education.

6 And with that, I will turn it back
7 over to Bud Green. Thank you.

8 MR. GREEN: Thank you, Andre.

9 So as you see on the screen there and
10 in your presentations, that's a rendering of our
11 hotel, which will be opening up this summer. You
12 know, we're very excited here at Rivers Casino about
13 the construction of the Landing Hotel. Like I said,
14 it's going to be complete this summer. It's been a
15 long time coming and we're thrilled that we're
16 almost to the finish line.

17 Some of the details include, it's a
18 \$60 million investment, privately funded. Seven
19 story, 219 rooms, 128 permanent new hotel and casino
20 jobs, 1,400 temporary construction jobs. We've used
21 a local general contractor, Massaro. Projected at
22 \$10.6 million in new annual tax revenue for the
23 city, county and state. And it was built with 100
24 percent union labor.

25 As you can see it pictured there on

1 the right, that was a group of our team members at
2 the groundbreaking ceremony back in 2019. You know,
3 with this new amenity, we're looking forward to
4 giving our current guests a new hotel experience.
5 We're also looking forward to attracting new
6 customers and guests, not just to the casino, but to
7 the Pittsburgh area.

8 With the previously-mentioned Events
9 Center and now our hotel, we're looking forward to
10 attracting visitors for a plethora reasons. Some of
11 those are big concerts, conventions and trade shows,
12 you know, home sporting events. You know, sometimes
13 when you're walking on the Northshore and during a
14 Cub series, you see more Cub's jerseys than Pirate
15 jerseys. So I think there's a big opportunity for
16 visitors to come, you know, from outside the region
17 to visit Pittsburgh and enjoy the city. You know,
18 meetings and expos, weddings, and weekend getaways
19 from out-of-town visitors, as well as locals
20 enjoying a quick staycation here in Pittsburgh.

21 MR. LOGAN: I'm sorry, Mr. Green, did
22 I miss - when's it opening?

23 MR. GREEN: During the summer.
24 There's not a specific date yet. We're still
25 working through some supply chain issues. But it

1 will be, if I was to ballpark, Sean, July or August.

2 MR. LOGAN: Thank you.

3 MR. GREEN: You're welcome.

4 So I'd like to thank our team
5 members, our guests, our community and members of
6 the Pennsylvania Gaming Control Board for everything
7 over the last 12-plus years. We're looking forward,
8 not only to continue to be a Pittsburgh
9 entertainment destination, but being a premier
10 regional entertainment destination. Thank you much
11 for your time. I appreciate everything you guys do
12 for us. Thank you.

13 PRESIDING OFFICER: I'm going to turn
14 to Commissioners for any questions. I'll start at
15 the end with Commissioner Manzano-Diaz.

16 MS. MANZANO-DIAZ: A couple of
17 questions. With regard to, you were talking about
18 the organizations that you were involved with. Are
19 there any Latino organizations that you are involved
20 with?

21 DR. HART: Yes, there are. In fact,
22 we have a great relationship with Casa San Jose and
23 also the Hispanic Chamber of Commerce. For instance
24 they - we have networking events and our drum bar,
25 you know, and we also attend the different programs

1 and events that they have as well.

2 MS. MANZANO-DIAZ: Okay.

3 Good. That's good to know. Also,
4 with regard to your suppliers, could we get a
5 breakdown of the minority suppliers that you have?
6 So how many African-American, Asians, Latino
7 suppliers that you have, that'd be helpful to us.

8 DR. HART: Okay.

9 No problem.

10 MS. MANZANO-DIAZ: And then also with
11 regard to employees, both the employees and the
12 management and your employment partners, we'd like
13 to have a breakdown, you know, when you say
14 minorities, what does that mean? How many African-
15 Americans? How many Latinos? How many Asians in
16 the breakdown? So that we can really see the
17 picture of DE&I.

18 DR. HART: Okay.

19 No problem.

20 MS. MANZANO-DIAZ: Thank you.

21 DR. HART: Yeah. No problem.

22 PRESIDING OFFICER: And for ease of
23 distribution, Mr. Donnelly, if you would just send
24 that information to the Board Clerk and I - we can
25 have it distributed to the Board Members.

1 ATTORNEY DONNELLY: Sure. Thank you.

2 DR. HART: And I can read the
3 percentages now if you would like?

4 PRESIDING OFFICER: If you have them?

5 DR. HART: I have them, yes.

6 Caucasian, 69 percent. African-
7 American, 12 percent. Hispanic, 2 percent.
8 Fourteen (14) percent, Asian and three percent,
9 other.

10 MS. MANZANO-DIAZ: And this is for
11 the supplier diversity?

12 DR. HART: This is for our
13 employment.

14 MS. MANZANO-DIAZ: Oh, employment.
15 Okay.

16 DR. HART: Supplier diversity, we
17 would provide that to you.

18 MS. MANZANO-DIAZ: Okay.

19 This is for the employees, and what
20 about management? Do you have those numbers?

21 DR. HART: We would have to provide
22 that with the breakdowns.

23 MS. MANZANO-DIAZ: Okay.

24 All right.

25 And then your employment partners as

1 well that you talked about.

2 DR. HART: Okay.

3 MS. MANZANO-DIAZ: Thank you.

4 DR. HART: No problem. Thank you.

5 MS. MANZANO-DIAZ: I appreciate it.

6 PRESIDING OFFICER: Commissioner
7 Regan?

8 MS. REGAN: No questions. Great
9 presentation. Thank you.

10 PRESIDING OFFICER: Commissioner
11 Mustio?

12 MR. MUSTIO: No questions. Great
13 presentation, but I would like the recipe for the
14 meatball.

15 PRESIDING OFFICER: Chair Smyler?

16 CHAIR: I just have two questions.

17 The first one is with regard to the
18 hotel, I think to follow-up on Commissioner Logan's
19 concern about unattended children. Will you have
20 policies in place to address potential of unattended
21 children in the hotel prior to the hotel opening in
22 the summer?

23 MR. GREEN: Oh, we will definitely
24 have procedures in place. I've already reviewed
25 them personally. We're working to finalize them;

1 didn't want to give you an un-finalized version.
2 Our Director of Security, Jim Cahill, who's sitting
3 here with us, has worked in multiple properties with
4 hotels. Has lots of experience to create a best
5 demonstrated practice.

6 So you will definitely have - we will
7 definitely have policies in place to make sure the
8 issue is definitely addressed 100 percent
9 effectively to the best of our ability.

10 CHAIR: And you will share those with
11 us when they are finalized?

12 MR. GREEN: Yeah. Yeah, definitely.

13 CHAIR: Okay.

14 Thank you.

15 MR. GREEN: You're welcome.

16 CHAIR: And with regard to Rivers
17 Gives, which I think is an incredibly wonderful
18 program, are the team members required to
19 participate or is it voluntary? And if it's
20 voluntary, what percentage of team members actually
21 do participate?

22 MR. GREEN: It's voluntary and
23 Rahmon, if you have the details on the percentage of
24 -? No?

25 So we don't have a - we can provide

1 you the numbers, but roughly, depending on the
2 project, sometimes it can be as low as five to ten
3 volunteers, up to 20 to 30 volunteers per event. So
4 we do a sign-up sheet to make sure everybody has an
5 opportunity to sign up that wants to sign up for it
6 and we do pay them as well, to go out and volunteer
7 their time. So I know it's kind of an oxymoron, but
8 we feel that is a nice - nice thing we do for them
9 to - to - I don't want to say incentivize volunteer
10 work, but it does give them the opportunity to still
11 get paid and really help the community.

12 CHAIR: Actually, that was one of my
13 questions. Was there an incentive, and you just
14 answered that. So - and I was thinking annually,
15 not project by project. Annually, what percentage
16 of your team members participate in the program.

17 MR. GREEN: Yeah, we definitely can
18 get a - we can calculate that out. We have - we
19 keep track of everybody who volunteers and, you
20 know, it's obviously, fluctuated with COVID and our
21 employee base, but we can give you a ballpark number
22 for that.

23 CHAIR: Good. And lastly, if you
24 could at some point, tell us of the total annual
25 spend, what percentage is spent on local businesses

1 and what percentage is spent on minority and women-
2 owned businesses.

3 MR. GREEN: And we can definitely
4 break that out for you and get that to the Clerk.

5 CHAIR: Okay.

6 Thank you.

7 MR. GREEN: You're welcome.

8 PRESIDING OFFICER: Commissioner
9 Dermody?

10 MR. DERMODY: No questions.

11 PRESIDING OFFICER: Commissioner
12 Ralston?

13 MS. RALSTON: No questions.

14 PRESIDING OFFICER: And Commissioner
15 Logan.

16 MR. LOGAN: Just two comments. One;
17 huge fan of Dr. Hart. There's not a time that you
18 don't see where he's in the community. So we
19 appreciate that. I know you mentioned 20 or so
20 community groups, but we know that there's so many
21 more and appreciate your support for the Parkinson's
22 Clinic at Pitt. It's an issue that's close to me,
23 so I do appreciate that.

24 Just a follow-up on Madam Chair's
25 comment about the hotel. We have just seen some

1 horrendous examples with some of the casinos that
2 have hotels. Two children left attended and the
3 younger one started to choke, and the older one,
4 which wasn't that much older, then had to call down,
5 and not an adult in the room. We had an instance
6 where there was a minor left in a hotel room and the
7 key that another person got from the front desk was
8 - went in and opened that door and there was just a
9 minor in it. The countless examples of minors that
10 are in the hotel room and just walked the halls.

11 So again, I just implore you to make
12 sure you come back to us with that - that process in
13 place, because it's just - I can't imagine that
14 something more terrible hasn't happened yet, but it
15 will and I know you can't - you can't parent, but
16 you can try to put some process in place that
17 prevents it. Signage helps and other things. So
18 just implore you to - the whole Board is very
19 passionate. Not as passionate as I am, but overly
20 passionate. They're passionate, but I - I'm half
21 Italian and half Irish, I think I express it a
22 little bit more.

23 So - and then just a follow-up, I
24 know you give to the community, and as I said, we
25 totally appreciate that. If there are any

1 agreements or MOUs with any community groups or
2 organizations that are not legislatively-mandated,
3 if you are renewed, will you renew those agreements?

4 MR. GREEN: I'll have to follow - I
5 mean, I'll have to follow you up. I don't see why
6 we wouldn't but I just need to understand what those
7 agreements are and I can - we can follow up with
8 you.

9 MR. LOGAN: Okay.

10 Thank you.

11 MR. GREEN: You're welcome.

12 PRESIDING OFFICER: We'll turn to our
13 OEC. Do you have any questions for the witnesses?

14 ATTORNEY GABRIELLE: Thank you,
15 Director Lloyd. Good morning, Madam Chair. Good
16 morning, Commissioners. Ashley Gabrielle,
17 G-A-B-R-I-E-L-L-E, for the OEC. I also have
18 present, my Co-Counsel, if she may introduce
19 herself.

20 ATTORNEY BOEHM: Elizabeth Boehm,
21 E-L-I-Z-A-B-E-T-H, B-O-E-H-M.

22 ATTORNEY GABRIELLE: And Ms. Boehm
23 will begin the questioning of the Rivers.

24 ATTORNEY BOEHM: May I draw your
25 attention to slide nine of the Presentation? Are

1 all of the Rivers food and beverage facilities and
2 other amenities now open? And are you providing
3 full service to Rivers patrons or are there any
4 COVID-19 restrictions still in place here for any of
5 these?

6 MR. GREEN: Right now, the one outlet
7 that is not open is our buffet, and we still - you
8 know, we're evaluating what the next steps for that
9 space would be. So outside of that, we've pretty
10 much gotten the full operating hours that we had
11 pre-COVID, but with staffing being such little bit
12 of a concern, sometimes we have to fluctuate hours
13 or close early, but the only outlet that's not open
14 is the buffet.

15 ATTORNEY BOEHM: Thank you.

16 Regarding slides 12 through 14 and
17 33, I'll continue it where it states \$2 billion paid
18 in gaming tax, \$141 million paid in city, county and
19 Pennsylvania tax, \$14.6 million paid for Pittsburgh
20 and Allegheny County Libraries and \$12-plus million
21 paid to 200-plus Pittsburgh and Western Pennsylvania
22 non-profits.

23 Do these figures reflect amounts paid
24 by Rivers during the renewal period only, from 2015
25 through present?

1 MR. GREEN: Oh, no. Sorry, that's
2 been from - from the beginning.

3 ATTORNEY BOEHM: From the very
4 beginning.

5 And is it possible to get the
6 information from -?

7 MR. GREEN: Yeah. We can get you
8 that information. Not a problem.

9 ATTORNEY BOEHM: Thank you very much.
10 May I draw your attention to slide 16
11 of the presentation?

12 Now, what does the \$1.7 million
13 include? I know you mentioned the items on the
14 slide, but do you have additional COVID health and
15 safety mitigation efforts?

16 MR. GREEN: Everything that's
17 included in the slide, I'll - I can get you a
18 breakdown of some of the items - or the items. One
19 thing I didn't mention when I was speaking, on the
20 fourth bullet, I talked about AtmosAir and it's up
21 in our air handler units. Once of the expenses that
22 it's in that \$1.7 million is the airPHX units.
23 Those are kind of smaller units that you can - kind
24 of wall-mounted that have the same - pretty much the
25 same technology to purify the air, and we've

1 installed those throughout the back of the house, as
2 well as some locations on the casino floor where
3 there may not be appropriate air-handling units. An
4 example would be if you go in our poker room, you
5 know, we have one of the units there as well as our
6 high-limit table game area.

7 ATTORNEY BOEHM: And what COVID-
8 related health and safety mitigations protocols have
9 you moved away from or intend to move away from and
10 what protocols are you keeping in place as the
11 statewide COVID-related restrictions are being
12 lifted?

13 MR. GREEN: Well, as we - you know,
14 we continue to communicate with the Board with our
15 changes. Right now, what we do still have in place
16 still, is the - we still have all our hand sanitizer
17 and disinfectant wipes on the floor. You know, we
18 continue to upgrade the AtmosAir units that I've
19 mentioned previously. Plexiglas has been taken
20 down. You know, the social distancing, you know, we
21 don't have the markings on the floor anymore, but we
22 continue to focus just extra cleaning, you know,
23 that regimen.

24 ATTORNEY BOEHM: May I now draw your
25 attention to slide 28 of the Presentation that

1 related to RAMP, the Responsible Alcohol Management
2 Program.

3 Okay.

4 The slide states that RAMP requires
5 50 percent of the alcohol service staff to be
6 trained, and currently you have 872 team members
7 trained. What percentage of this is your alcohol
8 staff?

9 ATTORNEY CISNEROS-DITTO: Of our
10 entire alcohol staff - is this on, I'm sorry. Our
11 entire alcohol staff is trained, service staff. I
12 don't have that exact percentage. Our entire food
13 and beverage team is about 400 team members, that
14 would include cooks and every other back-of-the-
15 house cleaning position. This 872 is well more than
16 half of our entire casino employment.

17 ATTORNEY BOEHM: So you said you
18 don't have the percentage of your alcohol staff
19 though?

20 ATTORNEY CISNEROS-DITTO: No.

21 ATTORNEY BOEHM: Okay.

22 ATTORNEY CISNEROS-DITTO: We can get
23 that to you.

24 ATTORNEY BOEHM: Then what other team
25 members have you trained for all RAMP certified?

1 You mentioned different team members.

2 ATTORNEY CISNEROS-DITTO: The
3 marketing hosts, player services management, all of
4 poker, all of table games, all of slots, valet and
5 security.

6 ATTORNEY BOEHM: I know you mentioned
7 you don't have the exact percentage, but do you have
8 the COVID-19 closures or layoffs in 2020 and 2021,
9 have they had impact on Rivers meeting its RAMP
10 training?

11 ATTORNEY CISNEROS-DITTO: No, they
12 have not.

13 ATTORNEY BOEHM: And have these - had
14 the 2020 or 2021 COVID closures and layoffs had any
15 impact on River's ability to meet any other training
16 requirements, such as initial and annual Problem
17 Gaming training regarding underage gamblers,
18 excluding individuals and self-excluded patrons?

19 ATTORNEY CISNEROS-DITTO: No.

20 ATTORNEY BOEHM: May I draw your
21 attention to slot 36?

22 All right.

23 What is meant by a slot reinvestment?

24 MR. BARNABEI: So slot reinvestment
25 would be where we purchased a new slot machine from

1 a manufacturer. Rough cost, you're probably talking
2 \$20,000 per unit.

3 ATTORNEY BOEHM: And the next slide,
4 39.

5 All right.

6 So there's a claim that of your team
7 members, 38 percent are female and 31 percent
8 minorities.

9 Is this reflective of your applicant
10 pool?

11 MR. BARNABEI: It would be reflective
12 of our applicant pool, as well as, generally
13 reflective of Allegheny County as well.

14 ATTORNEY BOEHM: Okay.

15 And there is a claim regarding
16 executive management and professional staff, that 32
17 percent female, 13 percent are minority. Can you
18 tell us how many of these individuals double count?

19 MR. BARNABEI: How many of them -?
20 Sorry?

21 ATTORNEY BOEHM: Double count?

22 MR. BARNABEI: I would have to dig
23 into that and get back to you on that. The question
24 is how many count in each category?

25 ATTORNEY BOEHM: Does Rivers have any

1 standards or policies for recruiting Pennsylvania
2 minorities and/or women particularly on your
3 executive and management teams?

4 MR. BARNABEI: Yeah. So I would say
5 not only on our executive and management teams, but
6 recruiting women and minorities is a priority. We
7 have had multiple iterations throughout the year and
8 just prior to the shutdown, we started a team member
9 diversity committee to focus specifically on
10 different initiatives to go out to the community.

11 Rahmon is very instrumental himself
12 in some of our community partnerships. I, myself,
13 am recently more involved in human resources as
14 well. And we're back out there hitting the pavement
15 now that things have settled down, to strengthen our
16 partnerships. But if you look at our community
17 partner list on slide 43, and this is just a
18 snapshot. you know, there's a variety of
19 partnerships from local partnerships, women
20 partnerships, minority partnerships, veteran
21 partnerships, you know, we really do our best to try
22 to reach any and all different groups that are out
23 there and available to us.

24 ATTORNEY BOEHM: And is Rivers Casino
25 facing any current staffing, hiring or retention

1 challenges?

2 MR. BARNABEI: Are we facing any
3 staffing challenges? I wouldn't say that we're
4 facing anything different than everybody else is
5 right now. We're fortunate that we've got a good
6 story to tell and we've got a good employee-base.
7 You know, certainly there are some areas that are
8 more challenging than others, but we're working
9 through it.

10 ATTORNEY BOEHM: And slide 41.

11 Are these benefits solely for full
12 time, or do you offer part-time benefit - part-time
13 employees benefits as well?

14 MR. BARNABEI: Great question. Out
15 of that list, just at a quick overview, I'd say
16 pretty much everything but the first is available to
17 all team members, even things like our tuition
18 reimbursement program, our 401k, those are available
19 to our part-time team members.

20 ATTORNEY BOEHM: And how many hours
21 makes the difference between part time and full
22 time?

23 MR. BARNABEI: So 30-hour average
24 over our ACA period of lookback. So if you have a
25 one-year period.

1 ATTORNEY BOEHM: What - I'm sorry,
2 how many hours do full-time benefits kick in?

3 MR. BARNABEI: Thirty (30). If you
4 average 30 hour or more.

5 ATTORNEY BOEHM: Thirty (30) hours or
6 more.

7 And I'm going to refer you to my co-
8 counsel for further questioning.

9 ATTORNEY GABRIELLE: I don't have
10 anything else.

11 ATTORNEY BOEHM: Okay.

12 MR. MUSTIO: Thank you.

13 PRESIDING OFFICER: Mr. Donnelly, do
14 you have any follow-up questions based on those?

15 ATTORNEY DONNELLY: No, I don't. I
16 do want to reference the letters of support that
17 were also presented in the packet. And just
18 briefly, the American - African-American Chamber of
19 Commerce, the August Wilson African-American
20 Cultural Center, Carnegie Science Center, DLI
21 Printer - or CDI Printers, The Centers for Victims,
22 CPI Creative, Omega Psi Phi Fraternity Q, the Mario
23 Lemieux Foundation, the National Avery, the
24 Northside Shore, Philadelphia Penguins Foundation
25 and Riverside Center for Innovation and then a

1 letter from the Councilman for District Six, which
2 is the District where Rivers is located. We
3 could've got a whole lot more, but these are
4 representative of what we see as a complete
5 community support for this facility and we're proud
6 of that. And we could've burdened the record with
7 more, but I don't - I think it's evidence that this
8 company's embedded in the community. Thank you.

9 And I would move, if it's appropriate
10 at this time, Director, I'd move for the PowerPoint
11 and the letters into evidence.

12 PRESIDING OFFICER: Okay.

13 We'll mark the PowerPoint as Rivers
14 Exhibit 1, and the Letters as Rivers Exhibit 2.

15 ---

16 (Whereupon, Rivers Exhibit 1, PowerPoint
17 Presentation, was marked for identification.)

18 (Whereupon, Rivers Exhibit 2, Letters of
19 Support, was marked for identification.)

20 ---

21 PRESIDING OFFICER: Does OEC have any
22 objections?

23 ATTORNEY GABRIELLE: No.

24 PRESIDING OFFICER: Okay.

25 ATTORNEY DONNELLY: Thank you.

1 PRESIDING OFFICER: So moved.

2 ---

3 (Whereupon, Rivers Exhibit 1, PowerPoint
4 Presentation, was admitted.)

5 (Whereupon, Rivers Exhibit 2, Letters of
6 Support, was admitted.)

7 ---

8 PRESIDING OFFICER: Before we turn to
9 the OEC and their presentation, we're going to hear
10 from Dan Frankel and his comments because he has
11 another commitment, so we're going to try to get him
12 out of here and onto his next thing.

13 MR. FRANKEL: Thank you.

14 PRESIDING OFFICER: Can you raise
15 your hand and be sworn for our Court Reporter?

16 MR. FRANKEL: I did that earlier,
17 but -.

18 PRESIDING OFFICER: Oh, did you stand
19 to swear -.

20 MR. FRANKEL: Yes.

21 PRESIDING OFFICER: Okay.

22 I'm sorry, I did not notice.

23 ---

24 DAN FRANKEL,

25 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND

1 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
2 SAID AS FOLLOWS:

3 ---

4 MR. FRANKEL: Good morning. I'm
5 State Representative Dan Frankel. That's D-A-N,
6 F-R-A-N-K-E-L. And I also serve as the Democratic
7 Chair of the Health Committee, which is - I say that
8 because I think it's relevant to my testimony today.

9 Chair Snyder (sic) and Director
10 Lloyd, the Commissioners, I'd be remiss if I didn't
11 recognize three of my former colleagues here,
12 Representative Mustio, Representative former
13 democratic leader Frank Dermody and Senator Logan.
14 Glad to see that you are continuing your public
15 service. We're all very grateful for that.

16 A lot has changed since we've passed
17 the Clean Indoor Air Act in 2008. There's even a
18 larger body of evidence that second-hand smoke is
19 deadly and the public has long since lost the
20 expectation that they would be able to light up
21 indoors. But the biggest change is a significant
22 drop in the percentage of adults who consider
23 themselves smokers in America. That number now
24 stands at 14 percent.

25 This has meant far fewer children

1 growing up in smoking households, improving their
2 health outcomes and reducing their own likelihood of
3 becoming smokers. Fewer low-birth weight babies are
4 born each year and cases of both lung cancer and
5 heart disease are dropping.

6 This is a massive public health win
7 and it was largely brought about - on by government
8 efforts to get cigarette smoke out of our public
9 spaces. But Pennsylvania's Clean Indoor Air Act has
10 had some glaring loopholes. And so one thing that
11 has not changed since 2008 is that our casinos cater
12 to that 14 percent and the employees that work there
13 suffer for it.

14 Casino ownership will highlight their
15 non-smoking sections and their hi-tech filtration
16 systems, but one employee, casino employee explained
17 it to me like this. The non-smoking section of the
18 casino is like the non-peeing section of a swimming
19 pool. Air, like water, doesn't stay in one place.
20 My office hears from casino employees and customers
21 every week, particularly after the COVID-related
22 smoking ban was lifted last summer. Workers have a
23 good reason to be worried.

24 Of the 20 million people who died
25 from smoking-related conditions since 1964, 2.5

1 million were non-smokers who died from diseases
2 caused by exposure to second-hand smoke. I assume
3 that we all agree that cigarette smoke is deadly, so
4 I will only highlight a few examples of its dangers.

5 When exposed to second-hand smoke,
6 young people suffer from more frequent and severe
7 asthma attacks, respiratory infections and ear
8 infections. Exposure has been connected to sudden
9 death syndrome, SIDS. Exposure to second-hand smoke
10 increases the risk of developing heart disease by 25
11 to 30 percent and the risk for stroke by 20 to 30
12 percent. The arguments that casinos would be
13 crushed economically have been proven untrue.
14 Pennsylvania's restaurant industry is still going
15 strong 14 years after losing their smoking sections.
16 Pennsylvania's casinos were forced to close their
17 doors for a significant piece of 2020. They went
18 dark for 33 percent of the days that they would
19 normally be open. The ability to reopen came with a
20 ban on smoking.

21 Remarkably, industry revenues only
22 dropped by 22 percent. In other words, for the days
23 that the casinos were actually open, their revenues
24 were up. The Commonwealth's newly-minted online
25 gaming business appears to have positioned

1 Pennsylvania's casino to weather almost any storm.
2 COVID-19 was no picnic for any part of the
3 hospitality industry, but the future is bright for
4 the gaming industry here. Pennsylvania remains
5 second, only to Nevada, in gaming revenues.

6 Parx, Pennsylvania's top revenue-
7 generating Casino in Pennsylvania, saw the writing
8 on the wall. They have opted, not only to keep the
9 smoking ban in place, but they are expanding to open
10 a new non-smoking location in Shippensburg. After
11 this hearing, I will be - I will reintroduce, along
12 with Senator Costa, my legislation to close
13 loopholes in the Clean Indoor Air Act, but our
14 casinos have every reason to take action to protect
15 the health of their employees and their customers
16 themselves. Workers simply should never be forced
17 to choose between their health and their
18 livelihoods.

19 Thank you, Commissioners. I'll be
20 glad to take questions. Let me say that I'm not
21 here to take a position with respect to the
22 licensing, but assuming that there is - that you do
23 approve it, and I know it's our responsibility in
24 legislature and government to hopefully pass
25 enhancements in closing these loopholes, but I would

1 strongly urge you to urge the Rivers Casino to
2 reopen or to be relicensed under a condition of
3 being a non-smoking venue in its entirety. Thank
4 you.

5 PRESIDING OFFICER: Thank you.

6 MR. FRANKEL: Thank you.

7 PRESIDING OFFICER: With that, we
8 will turn to our OEC for their presentation.

9 ATTORNEY GABRIELLE: Thank you,
10 Director Lloyd. Prior to this hearing, OEC Exhibits
11 1 through 5 had been provided to the Board and to
12 Opposing Counsel. This would include Arrest
13 Statistics generated by the Pennsylvania State
14 Police, Bureau of Gaming Enforcement for Rivers
15 Casino Pittsburgh.

16 ---

17 (Whereupon, OEC Exhibit 1, Arrest Statistics,
18 was marked for identification.)

19 ---

20 ATTORNEY GABRIELLE: Bureau of Liquor
21 Control Enforcement Letter.

22 ---

23 (Whereupon, OEC Exhibit 2, BLCE Letter dated
24 2/14/22, was marked for identification.)

25 ---

1 ATTORNEY GABRIELLE: Office of
2 Compulsive and Problem Gambling Memorandum.

3 ---

4 (Whereupon, OEC Exhibit 3, Office of Compulsive
5 and Problem Gambling Memorandum, was marked for
6 identification.)

7 ---

8 ATTORNEY GABRIELLE: And the
9 Pennsylvania Department of Revenue Letter.

10 ---

11 (Whereupon, OEC Exhibit 4, Pennsylvania
12 Department of Revenue Letter, was marked for
13 identification.)

14 ---

15 ATTORNEY GABRIELLE: And Stipulations
16 between OEC and Counsel for Rivers Casino Pittsburgh
17 regarding the admissibility and authenticity of
18 those documents.

19 ---

20 (Whereupon, OEC Exhibit 5, Stipulations, was
21 marked for identification.)

22 ---

23 ATTORNEY GABRIELLE: And I would like
24 to move to enter OEC Exhibits 1 through 5 into the
25 record at this time if it's appropriate.

1 ATTORNEY DONNELLY: No objection.

2 PRESIDING OFFICER: Okay.

3 So moved.

4 ---

5 (Whereupon, OEC Exhibit 1, Arrest Statistics,
6 was admitted.)

7 (Whereupon, OEC Exhibit 2, BLCE Letter dated
8 2/14/22, was admitted.)

9 (Whereupon, OEC Exhibit 3, Office of Compulsive
10 and Problem Gambling Memorandum, was admitted.)

11 (Whereupon, OEC Exhibit 4, Pennsylvania
12 Department of Revenue Letter, was admitted.)

13 (Whereupon, OEC Exhibit 5, Stipulations, was
14 admitted.)

15 ---

16 ATTORNEY GABRIELLE: May I call my
17 first witness?

18 PRESIDING OFFICER: Yes.

19 ATTORNEY GABRIELLE: Amanda McCay.

20 ---

21 AMANDA MCCAY,
22 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
23 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
24 SAID AS FOLLOWS:

25 ---

DIRECT EXAMINATION

1
2
3 BY ATTORNEY GABRIELLE:

4 Q. Good morning, Amanda. Can you please
5 state and spell your first and last name?

6 A. Amanda McCay, A-M-A-N-D-A, M-C-C-A-Y.

7 Q. Are you employed by the Pennsylvania
8 Gaming Control Board?

9 A. Yes.

10 Q. And what is your job title?

11 A. Investigator and Case Agent assigned to
12 Rivers Casino Pittsburgh.

13 Q. How long have you held these positions?

14 A. I have been an Investigator since May
15 2015. I have been assigned as case agent to Rivers
16 Casino Pittsburgh since October 2018.

17 Q. And have you previously held any other
18 positions within the Pennsylvania Gaming Control
19 Board?

20 A. I was previously a Casino Compliance
21 Representative assigned to Lady Luck Casino
22 Nemacolin and I was there from June 2013 to May
23 2015.

24 Q. What are your responsibilities as an
25 Investigator for BIE?

1 A. I conduct background investigations of
2 individuals and/or business entities that wish to do
3 business with gaming-related entities within
4 Pennsylvania to determine their suitability and
5 approval by the Board. I also conduct miscellaneous
6 investigations that pertain to potential regulatory
7 violations at Rivers Casino Pittsburgh.

8 Q. And what are your responsibilities as a
9 Case Agent for BIE?

10 A. I serve as the liaison between BIE and
11 Rivers Casino Pittsburgh property personnel and
12 other PGCB bureaus regarding investigative issues
13 occurring at the property.

14 Q. Did you conduct the investigation of
15 Rivers Casino Pittsburgh for its Slot Machine
16 License Renewal Application?

17 A. Yes.

18 Q. When did BIE begin its renewal
19 investigation into Rivers Casino Pittsburgh?

20 A. The Renewal Application was assigned to
21 me on August 20th, 2020, and the investigation began
22 on September 14th, 2020.

23 Q. Can you please describe the scope of the
24 investigation?

25 A. Per BIE policy for renewal applicants, I

1 review the application and sent correspondence to
2 the applicants or the applicant's designee
3 requesting supporting documents pertaining to the
4 investigation. This includes extensive financial
5 documentation, military history, family history,
6 travel history, criminal and/or civil litigation and
7 any bankruptcy or lien information. I also conduct
8 various database searches to verify the Applicant's
9 credit history, criminal history, educations,
10 residence history, PGCB enforcement actions and/or
11 special conditions, gaming licenses held in outside
12 jurisdictions and federal and state tax compliance.

13 After all the information has been
14 reviewed, I request a meeting and interview the
15 applicant to review the application and all
16 requested documents to ensure all information is
17 accurate and correct. Once the investigation is
18 complete, I prepare a Report of Investigation.

19 Q. And when was Rivers Casino Pittsburgh
20 Slot Machine License last renewed by the Board?

21 A. The Category 2 Slot Machine License was
22 last renewed on November 18th, 2015.

23 Q. Does this investigation include a review
24 of Rivers Casino Pittsburgh from the date of the
25 last Slot Machine License Renewal to present?

1 A. Yes. This renewal investigation covered
2 a time period from the date of the last renewal to
3 when my investigation was complete in June 2021.

4 Q. Did the BIE review the Renewal License
5 Applications filed by Rivers Casino Pittsburgh, it's
6 principals, principal entities and affiliates?

7 A. Yes. I reviewed the Renewal Application
8 filed by Rivers Casino Pittsburgh, and along with
9 two other BIE Western Region Case Agent
10 Investigators, completed the investigations of the
11 principals, principal entities and affiliate
12 applications. All of our reports were reviewed by
13 the same Deputy Director before being approved by
14 the BIE director and then being assigned to OEC.

15 Q. Did the investigation include a review of
16 the following; criminal history checks?

17 A. Yes.

18 Q. Civil litigation history checks?

19 A. Yes.

20 Q. Tax clearances?

21 A. Yes.

22 Q. A review of PGCB regulatory history?

23 A. Yes.

24 Q. A review of any enforcement actions taken
25 against Rivers Casino Pittsburgh by OEC?

1 A. Yes.

2 Q. Has Rivers Casino Pittsburgh personnel
3 been cooperative during the investigation?

4 A. Yes, they have.

5 Q. Is the investigation complete?

6 A. No. We are waiting for IRS transcripts
7 for the principal entities and affiliates that are
8 required to file tax returns. Due to the COVID-19
9 pandemic, there was a backlog with the IRS causing a
10 delay in receiving the requested transcripts.

11 Through an authorized entity representative, each
12 tax-filing applicant with an outstanding request for
13 IRS transcripts, has completed an IRS Tax Affidavit
14 in which the entity representative affirms the
15 applicant does not owe any money to the IRS and has
16 shown good faith in obtaining the transcripts as
17 well as providing copies of the tax returns during
18 the investigation.

19 Q. Did BIE discover any areas of interest
20 during the course of the investigation?

21 A. Only the delay in the IRS transcripts.

22 ATTORNEY GABRIELLE: I have no
23 further questions for this witness, Director Lloyd.

24 If I may clarify for the record that OEC has
25 requested, via the background investigation reports

1 for the applicants, that the Board place a special
2 condition on each of the affected applicant's
3 license, requiring the production of the IRS tax
4 transcripts within one year of licensure and that
5 will address the area of interest that was
6 identified by the witness.

7 Thank you, Amanda.

8 PRESIDING OFFICER: Mr. Donnelly, do
9 you have any questions for this witness?

10 ATTORNEY DONNELLY: I have no Cross
11 Exam. I, of course, can't speak for the
12 individuals, but that seems very reasonable for -
13 this is an industry-wide problem and we recognize
14 it. So that's a wise way to approach it.

15 PRESIDING OFFICER: Okay.

16 Thank you.

17 ATTORNEY GABRIELLE: Thank you. May
18 I call my next witness? Salim Jackson.

19 ---

20 SALIM JACKSON,
21 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
22 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
23 SAID AS FOLLOWS:

24 ---

25 MR. JACKSON: Good morning, Salim

1 Jackson, S-A-L-I-M, J-A-C-K-S-O-N.

2 ---

3 DIRECT EXAMINATION

4 ---

5 BY ATTORNEY GABRIELLE:

6 Q. Thank you, Salim. Are you employed by
7 the Pennsylvania Gaming Control Board?

8 A. Yes.

9 Q. What is your job title?

10 A. I am a Casino Compliance Supervisor with
11 the Bureau of Casino Compliance.

12 Q. How long have you held this position?

13 A. I've been in this position since May
14 2015.

15 Q. Have you previously held any other
16 positions within the Pennsylvania Gaming Control
17 Board?

18 A. Yes, ma'am. I started with the PGCB in
19 2006, roughly. Five years as a licensing analyst
20 with the EPU and also the Enterprise Unit. Five
21 years with the Bureau of Casino Compliance as a
22 Casino Compliance Agent and I'm currently the
23 Supervisor.

24 Q. What are your responsibilities as a
25 Bureau of Casino Compliance Supervisor for Rivers

1 Casino Pittsburgh?

2 A. So as a Casino Compliance Supervisor, I'm
3 responsible for compliance of all activities,
4 including recording, storage, submission, liaising
5 with all levels of law enforcement and looking into
6 policies, processes, ensuring the integrity of the
7 facility and the safety of the Commonwealth
8 patronage. I collaborate with and help create
9 policies and procedures within the Bureau of Casino
10 Compliance, review all documented reports that are
11 prepared by the Casino Compliance Representatives.

12 We investigate patron complaints,
13 suspicious activity, the casino floor and other
14 sensitive areas. Analyze PGCB policies, procedures,
15 violations, prepare necessary reports, internal
16 controls, prepare responses to the Director of
17 Casino Compliance and the Senior Supervisors and we
18 submit all incidents and patron reports.

19 Q. Do your responsibilities include
20 interacting with the Department of Revenue in regard
21 to Rivers Casino Pittsburgh?

22 A. So yes, we briefly interact with the
23 Department of Revenue, or DOR employees through
24 reporting financials, surveillance and sometimes
25 they use our facilities.

1 Q. Does that also include in the licensing
2 of employees?

3 A. Yes, it does.

4 Q. Can you describe the role of the Bureau
5 of Casino Compliance at the Rivers Casino
6 Pittsburgh?

7 A. So we liaison and interface with all
8 levels of law enforcement and casino management,
9 casino staff, other PGCB departments and relatively
10 every aspect of operation and oversight.

11 Q. Can you describe the type of access that
12 the Bureau of Casino Compliance has within Rivers
13 Casino Pittsburgh in the following departments? The
14 surveillance room?

15 A. We have unrestricted access to the
16 surveillance room and its archives.

17 Q. The count room?

18 A. We have unrestricted access to the count
19 room as well.

20 Q. The central control computer room?

21 A. We can access the central control
22 computer room, or the CCC room for a planned
23 maintenance and the appropriate notification to the
24 proper agencies in the case of an emergency.

25 Q. Have there been any connectivity issues

1 regarding the central control computer room at
2 Rivers Casino Pittsburgh during the renewal period?

3 A. So yes. In 2017 there was a connectivity
4 issue in the G-tech room or the central control
5 room, we call it G-tech, so easier. But it was
6 resolved relatively quickly.

7 Q. Okay.

8 Did it interfere in any way with your
9 ability to conduct any compliance reviews during
10 this brief period?

11 A. No, ma'am.

12 Q. Was there ever a need for emergency
13 access to any of Rivers Casino Pittsburgh's
14 departments during the renewal period?

15 A. Yes, ma'am. There have been relatively
16 minor needs. Lock malfunctions, access to the G-
17 tech room for overheating, water damage, access to
18 the secure key box due to lack of power, but we've
19 always been granted access as necessary.

20 Q. Has the Bureau of Casino Compliance's
21 physical access to any of these departments you
22 mentioned, been limited by restrictions put in place
23 due to the COVID-19 pandemic?

24 A. Yes. We've been restricted from going
25 into the count room and the surveillance room due to

1 COVID restrictions, but we have been able to use our
2 surveillance room due to the HD cameras, the PTZs,
3 pan, tilt, zoom cameras and fixed cameras.

4 Q. Have these COVID-related restrictions
5 ultimately prevented the Bureau of Casino Compliance
6 from effectively performing its duties at the Rivers
7 Casino Pittsburgh?

8 A. No, ma'am, they have not.

9 Q. Does the Bureau of Casino Compliance
10 interact with Rivers Casino Pittsburgh patrons?

11 A. Yes, ma'am. We do.

12 Q. Can you please describe how so?

13 A. We interact with the -. Well, so the
14 PGCB office is on the gaming floor. We're staffed
15 constantly, and we interact with the patrons through
16 casino complaints, disputes, investigations. If a
17 casino patron has a question, they'll speak to us,
18 questions, concerns, information. Sometimes they'll
19 stop us on the gaming floor.

20 Q. And how does the Bureau of Casino
21 Compliance respond to patron complaints?

22 A. We use all of our resources to
23 investigate every patron complaint. We follow up
24 with each patron with as much information as we can
25 share and we document that information and submit

1 it.

2 Q. Does the Bureau of Casino Compliance
3 conduct self-exclusion intakes?

4 A. So right now, we are not conducting self-
5 exclusion intakes in-house. We will advise and
6 assist where necessary, due to COVID protocols. We
7 do help people who are onsite and have an immediate
8 need to self-exclude. But for the most part, the SE
9 process is done online.

10 Q. Can you describe the relationship between
11 the Bureau of Casino Compliance and members of the
12 Pennsylvania State Police that are onsite at Rivers
13 Casino Pittsburgh?

14 A. So we work closely with members of the
15 PSP, or Pennsylvania State Police Gaming Enforcement
16 and we have limited reciprocity. You know, we help
17 where necessary. We do our best to provide a
18 seamless protection to all Commonwealth patrons and
19 we've also assisted in helping local, state, federal
20 law enforcement with their duties.

21 Q. Can you describe the relationship between
22 the Bureau of Casino Compliance and Rivers Casino
23 Pittsburgh management staff and executives?

24 A. As mentioned earlier, we pretty much work
25 on a daily basis, if not hourly. So they do a

1 respectable job in self-reporting any type of issues
2 and they typically provide prompt responses to any
3 violations that we identify during the course of our
4 normal job duties.

5 Q. Has Rivers Casino Pittsburgh management
6 and executive staff been cooperative in compliance
7 reviews conducted by the Bureau of Casino
8 Compliance?

9 A. Yes, ma'am, they have.

10 Q. As the Casino Compliance Supervisor
11 assigned to Rivers Casino Pittsburgh, are you
12 familiar with the regulatory issues that occur at
13 the casino?

14 A. Yes, ma'am, I am.

15 Q. And what are the most common regulatory
16 issues found at Rivers Casino Pittsburgh?

17 A. Machine entry, authorization log reports
18 or meal reports, self-exclusion violations, secure
19 key violations, slot wallet violations, slot
20 machines not reporting financials, card and dice
21 inspections, underage entries, cash counting for SAR
22 reports. Minimum staffing, jackpot notifications,
23 things of that such.

24 ATTORNEY GABRIELLE: Thank you. I
25 have no further questions, Director Lloyd.

1 PRESIDING OFFICER: Mr. Donnelly, any
2 questions?

3 ATTORNEY DONNELLY: No, thank you.

4 PRESIDING OFFICER: Okay.

5 Any questions from Commissioner
6 Mustio?

7 MR. MUSTIO: I didn't quite
8 understand that last interaction between you. Were
9 those significant things that you were saying were
10 done or the results of all that was satisfactory?
11 There was a laundry list there of things that -?

12 MR. JACKSON: Well, we do a lot of
13 reports. Those are our most common reports. So
14 those are things that probably would happen on a
15 daily basis.

16 MR. MUSTIO: So a slot machine not
17 reporting happens every day? Is that what I heard
18 you say?

19 MR. JACKSON: It can. Yes, sir.

20 MR. MUSTIO: And what does that mean,
21 it's not reporting?

22 MR. JACKSON: So a slot machine could
23 - not reporting, it could mean that's there a
24 connectivity issues. It could mean that there's an
25 issue inside of the slot machine. It could be

1 something as simple as a bill validator door is not
2 open. It can be an error. It can be a lot of
3 different things.

4 MR. MUSTIO: But you're notified -
5 somebody's notified right away and that machine is
6 taken offline.

7 Is that how that works?

8 MR. JACKSON: So several departments
9 are notified. We have a third-party vendor, G-tech
10 would notify us. We would go out, we would verify
11 that the slot machine is out of service, that is
12 hasn't been being played while it wasn't reporting
13 those financials, then we would go back and verify
14 the reports. We would notify G-tech and then we
15 would document that in a report.

16 MR. MUSTIO: Thank you. I just had
17 my Department of Revenue hat on there, I think. I
18 just wanted to make sure we were getting taxes.
19 That's all. Thank you.

20 MR. JACKSON: So are we.

21 ATTORNEY GABRIELLE: May I ask a
22 follow up?

23 ---

24 REDIRECT EXAMINATION

25 ---

1 BY ATTORNEY GABRIELLE:

2 Q. Mr. Jackson, are you familiar with
3 regulatory issues that may occur at other casinos
4 within the Commonwealth?

5 A. I'm not comfortable answering for other
6 facilities.

7 Q. That's fine. I wasn't sure if you were
8 able to compare what the regulatory issues that you
9 mentioned are occurring at Rivers Casino and whether
10 they stand out to you, with regard to what occurs at
11 other casinos. If that's outside of your scope,
12 that's fine.

13 ATTORNEY GABRIELLE: Thank you.

14 PRESIDING OFFICER: Any questions?

15 Okay.

16 ATTORNEY GABRIELLE: Thank you. I
17 would like to call Corporal Nicholas Benkovich,
18 please.

19 ---

20 CORPORAL NICHOLAS J. BENKOVICH,
21 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
22 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
23 SAID AS FOLLOWS:

24 ---

25 CORPORAL BENKOVICH: My name is

1 Corporal Nicholas Benkovich, N-I-C-H-O-L-A-S,
2 B-E-N-K-O-V-I-C-H, and I represent the Pennsylvania
3 State Police.

4 ---

5 DIRECT EXAMINATION

6 ---

7 BY ATTORNEY GABRIELLE:

8 Q. What is your current assignment and how
9 long have you been in that assignment?

10 A. I am currently assigned to the Bureau of
11 Gaming, Pittsburgh Rivers Casino Office in the
12 capacity of a unit supervisor and I've held that
13 position since May of 2021.

14 Q. Have you previously held any other
15 positions within the Pennsylvania State Police?

16 A. I enlisted in the Pennsylvania State
17 Police in 2008 and I've held positions in the patrol
18 unit of Troop G Huntingdon, multiple stations in
19 Troop B, which is Southwestern Pennsylvania. In May
20 of 2020, I was promoted to the rank of Corporal and
21 transferred to Troop B-Uniontown. I held that
22 position at the rank of a patrol unit supervisor for
23 one year, prior to transferring to my current
24 assignment at the Rivers Casino in May of '21.

25 Q. Can you describe your duties in your

1 current position?

2 A. As a Corporal, I'm responsible for the
3 daily supervisory duties, report corrections,
4 several other administrative responsibilities. I'm
5 currently serving as the acting sergeant while the
6 station commander is away at an extended training.
7 I also take part in maintaining relationship with
8 employees of the Rivers Casino and its patrons.

9 Q. Can you describe the role of a
10 Pennsylvania State Police at Rivers Casino
11 Pittsburgh?

12 A. The Pennsylvania State Police are
13 responsible for investigating criminal incidents
14 which occur at the Rivers Casino, as well as
15 enforcing Title 18, Title 75 and Title 4 Gaming
16 code, pertaining to amusements. Our primary
17 responsibilities are gaming floor, employee areas
18 and administrative offices.

19 Q. Regarding the police jurisdiction of
20 Rivers Casino Pittsburgh you testified that the
21 Pennsylvania State Police's primary responsibilities
22 at Rivers Casino Pittsburgh are the gaming floor,
23 employee areas and administrative offices. Is there
24 a memorandum of agreement or MOA in place between
25 the Pennsylvania State Police and Pittsburgh City

1 Police Department?

2 A. Yes.

3 Q. And according to this MOA, what law
4 enforcement agency has primary police jurisdiction
5 over the Rivers Casino Pittsburgh's parking lot?

6 A. The Pittsburgh City Police Department.

7 Q. And The Landing Hotel that will - that is
8 scheduled to open sometime during the summer?

9 A. Of course, that's also Pittsburgh City
10 Police Department.

11 Q. And what about other public areas of
12 Rivers Casino Pittsburgh?

13 A. As I previously stated, the state police
14 would have jurisdiction inside the facility, and
15 restaurants, retail establishment, employee areas,
16 administrative offices. Pittsburgh City is
17 responsible for the events that are on level two,
18 the banquet room, also located on level two,
19 exterior buildings and the surrounding grounds.
20 that would include the front lobby and bus-
21 offloading areas.

22 Q. Can you describe the working relationship
23 that Pennsylvania State Police personnel have with
24 the Pittsburgh City Police Department?

25 A. We have a good relationship with the

1 Officers of Pittsburgh City Police. It's Zone 1,
2 with an emphasis on cooperation and information
3 sharing. Zone 1 recently appointed a new commander,
4 Commander Sean Malloy. I personally attended a
5 meeting with Commander Malloy, as well as Sergeant
6 Bogan from the Pennsylvania State Police and
7 relevant members of the casino.

8 The necessity for positive interaction,
9 continued cooperation between the two agencies was
10 stressed. Both agencies have a common goal and
11 recognize each other's role in achieving its common
12 goal in the interest of public safety.

13 Q. Can you describe the working relationship
14 that Pennsylvania State Police personnel have with
15 Rivers Casino Pittsburgh personnel?

16 A. So the Pennsylvania State Police, we work
17 most closely with the Rivers Casino Security and
18 Surveillance. Our relationship is one of
19 professionalism and respect, and we communicate
20 openly and often and work hard to preserve these
21 channels of communication, specifically with
22 directors and managers of the respective
23 departments.

24 Q. Is the Pennsylvania State Police
25 satisfied with the level of cooperation between the

1 staff at Rivers Casino Pittsburgh and the troopers
2 stationed within the facility?

3 A. Yes.

4 Q. Can you describe the working relationship
5 that Pennsylvania State Police personnel had with
6 personnel from the Board's Bureau of Casino
7 Compliance assigned to Rivers Casino Pittsburgh?

8 A. This is another area of importance for
9 our office, specifically with respect to their
10 investigations. My understanding is they are mostly
11 regulatory, but there's still an obvious need for
12 cooperation and communication to assist them in
13 their role.

14 Q. Are you familiar with how arrest
15 statistics are tracked by the Pennsylvania State
16 Police Station at the Rivers Casino Pittsburgh?

17 A. Yes. It's the Senate Report.

18 Q. And can you please describe how arrest
19 statistics are recorded?

20 A. When a report is corrected and there is
21 an arrest associated with the incident, the
22 supervisor who corrected the report is responsible
23 for updating the Senate Report by adjusting the
24 number of counts and persons arrested

25 Q. Under what circumstances may the Senate

1 Reports be edited?

2 A. The Senate Report is audited daily, as
3 reports are corrected with arrests associated. The
4 new counts are added and the number of persons
5 arrested is modified. Also arrestees, who plead
6 guilty to their citations or charges, when a hearing
7 is held, the outcome results in the arrestee being
8 found not guilty, a charge is dismissed or the
9 district attorney's office withdraws the charge, the
10 report is edited to reflect the outcome.

11 Q. For what years are you able to provide
12 accurate arrest data?

13 A. 2018 to 2021.

14 Q. Has this process of reporting statistics
15 changed since Rivers Casino Pittsburgh's Slot
16 Machine License was last renewed in November 2015?

17 A. I'm unable to answer that question
18 knowledgeably, because I've only held my position
19 since May of 2021. Since I've joined the unit, the
20 Senate Report is how I was instructed to tabulate
21 arrest statistics.

22 Q. Can you explain the document that
23 provides a report of an incidence that occurred at
24 Rivers Casino from January of 2022 to March 4th,
25 2022?

1 A. I'm able to use our department software
2 to query incidents, incident numbers, generated in
3 our offices by organizational unit. Our designation
4 is BGERV. The report can be exported to an Excel
5 Sheet where it can be sorted and examined even
6 further.

7 Q. And can you please identify for the
8 record, OEC Exhibit 1?

9 A. OEC Exhibit 1 is our Senate Report from
10 2018 to 2021, and then the final pages are the RMS,
11 which is our department software, the - the pages I
12 was able to generate.

13 Q. And what does this - what did the list
14 include that are in OEC Exhibit 1?

15 A. It's just a list of offenses, the number
16 of counts, convictions, not guilty, dismissed,
17 withdrawn and incidents pending disposition for the
18 respective years. For 2022, it is a list of
19 incident numbers generated by our Office.

20 Q. And does this list also include
21 adjudications for the arrests?

22 A. The Senate Report does.

23 Q. Can one individual be arrested for more
24 than one offense? And how does this affect your
25 counts?

1 A. Yes. The result of this instances would
2 be an increase in counts for the various offenses,
3 but the number of persons being arrested would only
4 increase by one.

5 Q. And what criminal offense has the
6 greatest number of incidents reported at Rivers
7 Casino Pittsburgh based on the Senate Reports and
8 your Report in OEC Exhibit 1, from 2018 through
9 March 4, 2022?

10 A. Trespassing, more specifically, Section -
11 or I'm sorry, Title 18 Section 3503(b)(i) is how we
12 refer to a defiant trespasser, actual communication
13 to the actor.

14 Q. And can you please give me an example of
15 the type of conduct that results in a person being
16 charged with this type of offense?

17 A. Sure. Any patron who is determined to
18 commit some act of misconduct, can be subject to a
19 property ban, issued by Rivers Casino Security. If
20 a patron returns, they are subject to - subject of
21 an active property ban, they are subject to criminal
22 charges. Additionally, when an individual signs up
23 for a self-exclusion through the PGCB and they enter
24 the property prior to their removal from the list,
25 they are subject to a criminal charge.

1 Q. Does the Pennsylvania State Police have
2 any theories or an explanation as to why Rivers
3 Casino Pittsburgh experiences more incidents of
4 defiant trespass than other offenses?

5 A. We have no proven theory, but it has been
6 my observation, Rivers Casino maintains a large
7 self-exclusion list and an extensive property ban
8 list consisting of 3,754 names. That's not
9 including the statewide exclusions. On-site
10 misconduct where a patron refuses to leave the
11 property after being directed by either Rivers
12 Casino Security or a PSP member would result in a
13 criminal charge for trespassing. Additionally, the
14 Rivers Casino Pittsburgh experiences over two to
15 three patrons per year, approximately.

16 We are in close proximity to - are in
17 walking distance to two professional sports
18 stadiums, one shared with the University of
19 Pittsburgh Football, an Event Center and concert
20 venue, the Stage AE, a science museum, the
21 Northshore Cultural District, which includes
22 shopping and dining. There's the Community College
23 of Allegheny County. A trolley rail system.
24 Additionally, there's Point State Park, as well as
25 being the largest gaming establishment adjacent to

1 the City of Pittsburgh.

2 The recent addition of the Rivers Casino
3 Sportsbook has drawn more foot traffic, patrons, of
4 events held at Heinz Field are permitted to park in
5 the garage of the casino and walk to their
6 destination. On these days, there's a significant
7 increase in occupation - or occupancy of the casino,
8 which leads to a higher probability of the criminal
9 incidence.

10 There are well-documented homeless
11 encampments, adjacent to the rear of the casino,
12 where reports of violence and drug-related offenses
13 are common. The individuals tend to panhandle and
14 seek shelter from the weather in various corridors
15 around the property. The Rivers Casino is also the
16 second most frequented destination for ride-sharing
17 services in Allegheny County. These - this is
18 indicative of individuals wanting to over-indulge
19 responsibly.

20 All of these are factors resulting in a
21 higher number of trespassing offenses, reported from
22 our station.

23 Q. Since 2018, when the highest number of
24 reported incidents of defiant trespass occurred at
25 250 counts, has there been a decrease in defiant

1 trespass incidents at Rivers Casino Pittsburgh?

2 A. Yes.

3 Q. How many defiant trespass incidents were
4 reported by the Pennsylvania State Police in 2022,
5 according to the reports?

6 A. In the first 63 days, there were 17
7 incident numbers generated for trespassing.

8 Q. In 2021?

9 A. 152 counts.

10 Q. In 2020?

11 A. 103 counts.

12 Q. And in 2019?

13 A. 176 counts.

14 Q. Is this reduction in defiant trespass
15 incidents attributable to law enforcement efforts by
16 the Pennsylvania State Police?

17 A. I feel it's in part due to our efforts,
18 the efforts of the Pennsylvania State Police.
19 However, the Rivers Casino Security Personnel are
20 deserving a portion of the credit.

21 Q. Do you believe that a significant number
22 of violent crimes occur at Rivers Casino Pittsburgh?

23 A. In my opinion, no. Statistically, it
24 would reflect that it has been a - there has been a
25 decrease in instances of simple assault, disorderly

1 conduct and harassment.

2 Q. Are there a significant number of crimes
3 occurring by individuals under the age of 21?

4 A. In my opinion, no. I would submit that
5 offenses related to individuals under 21, is
6 consistently the second most frequent charge
7 investigated by our station. Specifically, carrying
8 a false ID, but security officers do an admirable
9 job of identifying fraudulently-manufactured ID
10 cards, and stopping these individuals from entering
11 the premises.

12 Q. Has there been a noticeable increase in
13 any specific crimes from 2018 to present?

14 A. No. Statistically, nothing noticeable.

15 Q. After reviewing the Senate Reports and
16 the report you drafted for 2021 - I'm sorry, 2022,
17 for Rivers Casino Pittsburgh, which are in OEC
18 Exhibit 1, do you see a pattern in the type of
19 actual offenses that have occurred at Rivers Casino
20 Pittsburgh?

21 A. My observation is that the counts do
22 fluctuate. The types of offenses investigated by
23 the state police remain consistent in our office.

24 ATTORNEY GABRIELLE: Thank you. I
25 have no further questions for this witness, Director

1 Lloyd.

2 PRESIDING OFFICER: Mr. Donnelly?

3 ATTORNEY DONNELLY: No questions.

4 PRESIDING OFFICER: Any

5 Commissioners, questions?

6 MR. DERMODY: Just one.

7 Officer, I was just wondering, the -
8 mentioned there's a homeless issue in and around the
9 casino, or around the casino?

10 THE WITNESS: Yes, sir.

11 MR. DERMODY: And my guess is that's
12 taken care of by the City of Pittsburgh Police?

13 THE WITNESS: Yes, sir. We -.

14 MR. DERMODY: And also, are they
15 charged with defiant trespass? Is that what
16 happens?

17 THE WITNESS: No, sir. So they have
18 access to areas around our facility.

19 MR. DERMODY: Right.

20 THE WITNESS: They are not considered
21 a trespasser in those areas. Those areas are in -
22 like, those are the jurisdiction of the Pittsburgh
23 City Police and I'm not able to answer if there are
24 arrests associated with their interactions.

25 MR. DERMODY: Okay.

1 So those numbers aren't in your
2 reports here.

3 Is that correct?

4 THE WITNESS: No, sir. I don't have
5 access to statistics from the Pittsburgh City -.

6 MR. DERMODY: All right.

7 Good. Thank you.

8 THE WITNESS: Yes, sir.

9 PRESIDING OFFICER: Any other
10 questions?

11 Okay.

12 ATTORNEY GABRIELLE: I have no
13 further witnesses.

14 PRESIDING OFFICER: Okay.

15 Then that wraps up our OEC
16 presentation and we've already moved your exhibits,
17 so we will move on to the public comment portion of
18 today's hearing. I think I have one, two - six
19 individuals who have registered to speak, and I
20 wasn't looking at the audience when the Court
21 Reporter swore you, but if you have registered to
22 speak today and are here, if you would stand to be
23 sworn by the Court Reporter at this time.

24 ---

25 (WHEREUPON, WITNESSES SWORN EN MASSE.)

1 ---

2 PRESIDING OFFICER: So when I call
3 your name, if you can come up to the podium. You'll
4 have about five minutes to speak and if you're
5 getting close, I will remind you of your time, and
6 our first speaker of LaShawn Burton-Faulk.

7 ---

8 LASHAWN BURTON-FAULK,
9 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
10 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
11 SAID AS FOLLOWS:

12 ---

13 MS. BURTON-FAULK: Good morning.
14 Dannielle, we have a little bit in common. My
15 name's going to take a little while to spell. I am
16 LaShawn Burton-Faulk. That is L-A-S-H-A-W-N, last
17 name Burton, B-U-R-T-O-N, hyphen, Faulk, F as in
18 Frank, A-U-L-K.

19 Good morning, Commissioners and
20 general public. My name is LaShawn Burton-Faulk and
21 I am the Executive Director of the Manchester
22 Citizens Corporation, otherwise known as MCC.
23 First, thank you for the opportunity to speak here
24 today. MCC is the Community Development Corporation
25 representing the residents of Manchester. MCC

1 fulfills our mission through development activity,
2 community engagement, planning, implementation and
3 execution on a community-driven plan. I am a
4 servant to the community who has the gift of moving
5 the adopted plan forward.

6 I am here today to represent through
7 my testimony that the Rivers Casino is a critical
8 part within the community as a strong partner. The
9 Rivers Casino has been entrenched in Manchester and
10 the Northside growth. Steadily, the Rivers Casino
11 shares an activity and behaviors that show valuable
12 team member efforts.

13 I want to share a few ways that the
14 Rivers Casino has shown up for its community.
15 Specific to Manchester and our development activity,
16 the Rivers Casino, via grants, has allowed MCC the
17 ability to leverage more than \$2 million worth of
18 development activity in our neighborhood. \$2
19 million developed two live/work space buildings to
20 full restoration. So two new companies in our
21 neighborhood, four residential units, restoring
22 county, city, Pittsburgh Public School taxes for
23 structures that were non-contributing for over a
24 decade.

25 MCC appreciates and values a

1 partnership that allows a mission to move forward,
2 and big projects matter of course, but let's talk
3 about employment. And consistent efforts with
4 success on hiring from within the community. The
5 Rivers Casino entrenches and invests in local humans
6 of its community as first priority. It is not often
7 that a community organization, like MCC, the
8 Community Development Corp interacts with every
9 level of employer within a company. I can say that
10 Dr. Hart is visible, present, engaged and invested
11 in the community. I can also say that we engage
12 regularly with HR, the general manager and other
13 staff and team members of Rivers.

14 The Rivers Casino participates in
15 community cleanups, literally picking up trash along
16 the roadside that is dumped. The Rivers team has
17 also participated in tree planting throughout the
18 neighborhood to reduce Manchester's heat island to
19 provide tree canopy, which is an environmental issue
20 for our neighborhood.

21 Prior to the pandemic, the Rivers
22 Casino has provided meals for families during
23 holiday season to reduce financial pressures for
24 families in need. The Rivers Casino has also
25 provided resources for our K through 8 Pittsburgh

1 Public Elementary School that afford vulnerable
2 populations access to academic tools that will
3 forever impact brown and black children towards a
4 successful future via technology.

5 The Rivers Casino could not have
6 chosen a better representative than Dr. Hart. He is
7 feet on the street, sleeves rolled up, thumbs on the
8 pulse of all action involving the Rivers Casino team
9 members. We ask you today to please reissue the
10 license of our valued partners so that we can
11 continue the good work that we do. Thank you and we
12 appreciate your time this morning.

13 I will make one additional note that
14 I haven't written here, related to minority. And
15 Manchester's a community that is greater than 70
16 percent minority.

17 I don't know if you ask me any
18 questions or if I'm kind of done at this point, but
19 I'm open to questions.

20 PRESIDING OFFICER: Does anyone have
21 questions?

22 MS. RALSTON: I do have a question.
23 So you're saying that in Manchester, it's 70 percent
24 minority?

25 MS. BURTON-FAULK: Greater than.

1 MS. RALSTON: Greater than 70 percent
2 minority. So with your partnership with Dr. Hart
3 and with HR, have you seen on the recruitment of
4 employees that there any additional best practices
5 that could be added to help increase the minority
6 numbers that were presented here today?

7 MS. BURTON-FAULK: They have done an
8 excellent job of recruitment. I don't know that I
9 could say that there would be something that they
10 could do that would be better if someone's looking,
11 you know, for employment and the opportunities are
12 there and available. But I can say, as a best
13 practice, they do take priority, you know, within
14 the community and are consistently engaging to look
15 for new team members is what I - I would call it, as
16 staff.

17 PRESIDING OFFICER: Okay.

18 Thank you.

19 MS. BURTON-FAULK: Thank you.

20 PRESIDING OFFICER: Our next speaker
21 is William Brooks. Mr. Brooks?

22 ---

23 WILLIAM BROOKS,
24 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
25 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND

1 SAID AS FOLLOWS:

2

3 MR. BROOKS: Good afternoon now. My
4 name is William Brooks, B-R-O-O-K-S. I am the
5 business manager of Laborers Local 373, the
6 President of the Pittsburgh Regional Building and
7 Construction Trades Council, and I do not like to do
8 this, but I'm going to give you my title to show you
9 how important a relationship we have with the Rivers
10 Casino and their folks are.

11 I currently am a Chairman of six
12 Boards for Allegheny County, which I believe has
13 given back. I also have a seat at the table at the
14 Pennsylvania State Building Trades Council. And
15 with that said, my - our partnership, which we
16 represent a diverse group, I represent, we represent
17 a diverse group of construction workers in seven
18 counties in the Building Trades. I have the title
19 of Vice President of the Laborer's District Council
20 of Western Pennsylvania, which we have
21 representation in 33 counties in Western
22 Pennsylvania. We represent a diverse group.

23 And with Rivers Casino, I'm going to
24 talk the business real quick, then I'll tell you
25 where I was from and what the casino means to me

1 personally, and I'll get out of your hair for the
2 afternoon.

3 The bottom line is that these
4 gentlemen here don't have a written agreement with
5 us. They have an agreement that I grew up with.
6 They look at me and shake hands with me and they've
7 never went against that. I go back with a man named
8 Richie Stenizzo, if you folks are familiar, some of
9 you are. And he is today, one of my best friends.
10 I was talking to a cohort today that mentioned how
11 much the Rivers does for communities that are a
12 little bit away from Downtown Pittsburgh or the
13 Northside. I sat in meetings with the communities
14 of the Northside. I sit in many meetings with
15 communities. That's what we do.

16 I'm a union representative, so with
17 that said, you know, we represent the union crafts
18 and the non-union crafts. That's how the bar is set
19 at union. And Rahmon, Andre, for 14 years, and -
20 and Mr. Cook, I can't say enough. Them gentlemen
21 look you in the eye and they've come through with us
22 constantly with a handshake. If there's any kind of
23 minor problem, you make a phone call to the Rivers
24 Casino and it's taken care of. I've been there
25 personally. Family-wise, I'm going to go a little

1 bit above and tell you what I think my brother, Dan
2 Brooks retired from the State Police, was the
3 lieutenant at the Rivers Casino and retired as the
4 lieutenant with the state police. So I'm going to
5 tell you that the state police do their job. They
6 have a good relationship with the Rivers Casino.

7 As for my family, I was born and
8 raised in the City of Pittsburgh. The casino is -
9 it's just unique to our city. I was born and raised
10 in Mount Washington, so I had a talk with folks up
11 there that claim when the casino was being built,
12 that the parking lot was blocking our view from up
13 there. Well, that really wasn't true. And believe
14 it or not, from looking at Mount Washington at that
15 casino, which I did from the Lemont Restaurant on
16 Saturday night, it's a beautiful site.

17 So with that said, if there's any
18 questions, I'll answer them, but I recommend that
19 the Rivers have their license renewed on behalf of
20 the unions and in my area.

21 PRESIDING OFFICER: How was dinner at
22 Lemont's?

23 MR. BROOKS: At my age, you get to be
24 able to tell all this stuff.

25 Good?

1 we have with the Rivers Casino.

2 Over the last seven years, CCAC has
3 established and maintained a strong, collaborative
4 working relationship with the Rivers Casino. This
5 partnership has provided CCAC students with numerous
6 opportunities to participate in a Rivers Casino
7 internship and dealer school training program.

8 As they stated earlier, the students
9 that participate in this program are paid to attend
10 the training, and they are also - they - the Rivers
11 pays their tuition. So it's a wonderful opportunity
12 for someone to get an entry-level position at the
13 casino. To date, this collaborative effort has
14 served as stepping stones for CCAC students and
15 residents in the region to actively participate in
16 this workforce training program, which is designed
17 to prepare a labor-ready individual to enter the
18 workforce at the Rivers Casino.

19 The class is 120 hours and is
20 completed in only six weeks. So it's one of those
21 wonderful programs that someone can come into with
22 no experience and as little as six weeks, be hired -
23 well, they're actually hired to go through the
24 training. In the fall, I got some statistics to
25 share, 72 students completed in the fall, of those

1 72, 49 were hired. So that was the 68 percent. And
2 in the last 90 days, 44 of those individuals are
3 still employed with the Rivers. And this is just
4 one example of the many programs that the Rivers has
5 and CCAC has to help prepare individuals to have
6 labor - to have paying sustaining wages.

7 And I didn't need five minutes, so I
8 hope that was enough information. Does anyone have
9 any questions?

10 PRESIDING OFFICER: I don't think so.
11 Thank you very much.

12 We will move on to the individuals,
13 Chantel Young.

14 ---

15 CHANTEL A. YOUNG,
16 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
17 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
18 SAID AS FOLLOWS:

19 ---

20 MS. YOUNG: Good afternoon. My name
21 is Chantel, C-H-A-N-T-E-L, last name Young,
22 Y-O-U-N-G. And come after witnessing this here
23 today, Rivers Casino feels like home to me. I began
24 working there in 2016, June of 2016 as a marketing
25 intern. The Rivers had assisted me in becoming the

1 professional that I am today. My experience has
2 been instrumental in my personal, educational and
3 professional growth.

4 In 2016, I started as a business
5 major and I was referred by my Career Success Coach
6 at CCAC at the Boyce Campus in Monroeville, and my
7 summer internship turned to the beginning of my
8 career. I worked at Rivers Casino for four years as
9 a part-time employee. I simultaneously remained a
10 full-time student and maintained a second part-time
11 job during that duration of the four years. In the
12 fall of 2020, I decided to maximize my casino
13 knowledge and landed my first full-time salaried job
14 before graduating with my degree.

15 The transition was seamless for me.
16 I had a vast amount of casino knowledge and a
17 supportive network of coworkers and professionals
18 who surrounded me. I advanced in my career. It
19 allowed me to continue putting myself through
20 college. So starting as a marketing intern, I was
21 in the Player's Club and then I moved on to Guest
22 Services and I worked, you know, alongside a lot of
23 different departments and I learned a lot about the
24 casino.

25 In October of 2020, when - due to the

1 pandemic, I just decided to seek work-from-home
2 employment while I finished my Bachelor's degree.
3 In April of 2021, so less than six months, I came
4 right back. I was offered the opportunity to work
5 in the HR department. I had no previous experience
6 in HR. My Associate's degree was in Business
7 Management and my Bachelor's degree was in
8 Marketing. So this was a totally new journey for me
9 that I hadn't seen for myself. However, I couldn't
10 be more happy with where I'm at right now.

11 Let's see here. So I started in HR
12 in the coordinator level. So with no previous
13 experience, I quickly learned and moved to the
14 position of the benefits and leave specialist. The
15 years of experience I have behind me at Rivers
16 Casino in marketing and services allow me to do my
17 job whole-heartedly. I'm able to assist team
18 members when I'm addressing their perspectives.
19 I've grown instincts and foresights that allow me to
20 excel at my job on a daily basis. I'm able to
21 exercise creativity and logic, which provides me
22 with an indescribable feeling of self-actualization.

23 I'd actually like to end this by
24 saying how grateful I am for the experiences and
25 opportunities that Rivers Casino has presented to

1 me, and I look forward to continuing my growth.
2 Thank you.

3 PRESIDING OFFICER: Julie Smith.

4 ---

5 JULIE A. SMITH.

6 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
7 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
8 SAID AS FOLLOWS:

9 ---

10 MS. SMITH: Good afternoon. My name
11 is Julie Smith, J-U-L-I-E, S-M-I-T-H, and I'm the
12 President of CEO of RJW Media. We are a certified
13 female and small business located here in
14 Pittsburgh, and fortunate to be partners with Rivers
15 Casino since 2017.

16 We provide Rivers Casino with sound
17 marketing and media strategies for all of their
18 advertising efforts in Western Pennsylvania. We
19 help drive business to Rivers Pittsburgh through
20 effective and cost-efficient media plans and buys
21 across all media platforms, such as television,
22 radio, cable, digital, et cetera.

23 While making these media buys on
24 behalf of Rivers Pittsburgh, we work with local
25 media vendors in Pittsburgh and throughout Western

1 Pennsylvania. We've built bridges between Rivers
2 and our local media community by cultivating strong
3 partnerships and relationships within the
4 marketplace. This allows us to keep their goals and
5 objectives in advertising and marketing on top of
6 mind when it comes to negotiating with pricing and
7 effective sponsorship opportunities for an effective
8 return on investment.

9 Rivers Casino has had a tremendous
10 impact on my business, allowing me to retain staff
11 even through the pandemic and create new job
12 opportunities. Our marketing and advertising
13 success with Rivers allows us to grow our agency's
14 business by attracting other advertising clients in
15 Western PA from other non-competitive industries.
16 We are also able to create case studies and best
17 practices to be showcased in media competitions,
18 allowing RJW to earn recognition within our own
19 industry.

20 More importantly, the impact of RJW's
21 relationship with Rivers doesn't end with our
22 agency. It carries over to the numerous local media
23 companies, at which we make media buys. This
24 additional commerce helps to grow local media
25 vendors businesses and turn to their own employment,

1 which directly puts more money back into the
2 Pittsburgh market.

3 We take great pride at RJW Media in
4 building and fostering long-term relationships with
5 reputable people. We get exactly that with the
6 Rivers Casino Pittsburgh team. Every interaction
7 with the team is sound, and they always operate with
8 the highest level of integrity. They have an
9 impeccable reputation, not only with our team, but
10 within the Western Pennsylvania media community.

11 RJW is committed to evolving and
12 growing with Rivers Casino Pittsburgh by being a
13 true extension of their marketing and advertisement
14 team. Our trusted partnership is extremely
15 important to my business and the media industry in
16 our market, and I hope that they continue. I'm here
17 to recommend that their license be renewed. Thank
18 you for your time.

19 PRESIDING OFFICER: Thank you.

20 And Derek Peluso.

21 ---

22 DEREK J. PELUSO,
23 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
24 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
25 SAID AS FOLLOWS:

1 ---

2 MR. PELUSO: Good afternoon. My name
3 is Derek Peluso. That's D-E-R-E-K, P-E-L-U-S-O, and
4 like Chantel, I'm a team member at Rivers Casino.
5 I'm here today to talk a little bit about myself and
6 the opportunity that the casino has provided to me.

7 I consider myself a local to the City
8 of Pittsburgh. I grew up just 30 minutes of the
9 City. I went to school and played baseball right
10 here in Downtown at the Point Park University and
11 I've lived in or around the City since 2008. While
12 studying at Point Park University, I was like a lot
13 of students in the fact that I had no idea what I
14 wanted to do after graduation.

15 Through one of my professors, I
16 learned about an internship over at the casino. At
17 that time I had never set foot in a casino, couldn't
18 play Blackjack, couldn't know the first thing about
19 slot machines, but I was intrigued. When I found
20 out it was a paid internship, being a broke college
21 kid, I was very interested.

22 So I applied and I was selected to do
23 a ten-week program in the slot operations
24 department. After I started, I immediately fell in
25 love with the business and the organization that I

1 was working for. I was in a current situation of
2 learning the ins and outs of the gaming side of the
3 business and I was very fortunate to be surrounded
4 by people who, not only saw potential in me, but
5 took time to help me develop. Immediately after
6 that internship ended, I was hired on as a full-time
7 supervisor after that opportunity had come my way,
8 and since then I've held three different leadership
9 positions in two different departments, including my
10 current role.

11 When I started that ten-week
12 internship, I had no idea that it was going to turn
13 into a ten-year career. I like to look back at
14 where I was back then as a 21-year old kid and
15 compare that to where I am now. Now, I own a home.
16 I'm married. I have a six-month old son at home and
17 I have an awesome job here. I'm very thankful to
18 the casino for what they've been able to provide me,
19 both professionally and personally and I can't wait
20 to see what the future holds. Thank you all for
21 your time today. I'll take any questions if there
22 are any.

23 PRESIDING OFFICER: Any questions?

24 No. Thank you very much.

25 MR. PELUSO: Thank you.

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PRESIDING OFFICER: And I have come to the end of my list that's been provided. Is there anyone here who thought they registered and I didn't call your name? Raise your hand.

Seeing no hands, we'll wrap here.

The record will remain open until the Board hears this matter at a later public Board meeting. A transcript and all the documents will be provided to the Board before that meeting with all other relative documents. And the hearing or the final decision will appear on a future board meeting addendum.

I want to thank the staff here at the - at the County Courthouse, specifically Kelsie and Kim for helping us to organize this hearing today and I thank you all for coming and for your cooperation and the hearing is now adjourned. Thank you.

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HEARING CONCLUDED AT 12:30 P.M.

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CERTIFICATE

I hereby certify that the foregoing proceedings, hearing was held before Presiding Officer Lloyd, was reported by me on March 16, 2022 and that I, Jeremy Harris, read this transcript, and that I attest that this transcript is a true and accurate record of the proceeding.

Dated the 24 day of May, 2022



Jeremy Harris,
Court Reporter

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