

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: CATEGORY 1 LICENSE RENEWAL
CHESTER DOWNS AND MARINA, LLC D/B/A
HARRAH'S PHILADELPHIA

* * * * *

PUBLIC INPUT HEARING

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BEFORE: MEMBERS OF THE BOARD:

LINDA S. LLOYD, PRESIDING OFFICER

Frank Dermody, Member

Denise J. Smyler, Member

T. Mark Mustio, Member

HEARING: Wednesday, June 30, 2021

10:31 a.m.

LOCATION: Chester City Hall

1 Fourth Street

Chester, PA 19013

Reporter: Samantha Sennett

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WITNESSES: Chris Albrecht, Patty Cain, Marianne
Oronzio, Sergeant Zachary T. Ryan, Michael D.
Wilbur, Jennadi Ferriola

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5 Manager, Harrah's Philadelphia

6 Patty Cain, Vice President of Human Resources

7 Marianne Oronzio, Cage and Credit Manager

8 Lawrence Moore, Jr., Security and Risk Manager

9 Bessie Sacco, Vice President of Legal and Regulatory
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11 Joseph Tyrrell, Regional Vice President of
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13 Barry Brown, Director of Racing Operations

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16 Jennadi "Jerry" Ferriola

17 John I. Kane

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19 Julie Avalos,

20 Jonathan L. King

21 Donald J. Garfinkel

22 Vince Del Rossi

23 Edward N. Collison

24 Samuel Beegle

25

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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 1 License Renewal Hearing for Chester Downs and Marina, LLC, doing business as Harrah's Philadelphia.

Before we begin, if we could all turn to off or vibrate our cellphones and all those other electronic devices.

I call this hearing to order. The date is Wednesday, June 30th, 2001 (sic), and the time is 10:30. The location is the Chester City Hall, at 1 Fourth Street, in Chester, PA.

The Pennsylvania Race Horse Development and Gaming Act requires at Section 1326 that an operator's license shall be subject to renewal by the Board every five years. And this license renewal hearing is conveyed by the Board pursuant to the mandate found in Section 1205(b) of the Gaming Act, which requires that the Board conduct a public input hearing for any license renewal application.

This public input hearing was

1 advertised on the Board's website, announced by the
2 Board at Board meetings, and advertised in local
3 newspapers.

4 Board members present for the hearing
5 today are, to my immediate right, Commissioner
6 Mustio; and to his right, Commissioner Dermody; and
7 to my left, Commissioner Smyler.

8 The hearing will begin with a
9 presentation by Harrah's Philadelphia. And the
10 Office of Enforcement Council (OEC) will have an
11 opportunity to cross examine witnesses at the end.
12 And Board members certainly have the opportunity to
13 ask questions.

14 After Harrah's has made its
15 presentation, the OEC has a presentation. And
16 again, Counsel for Harrah's will have the
17 opportunity to cross examine any OEC witness. And
18 the Board will have an opportunity to ask questions.

19 At the close of testimony and evidence
20 from both parties, those individuals who have
21 registered to speak today at this hearing during the
22 public comment period will be heard as their name is
23 called. And each speaker will have five minutes to
24 provide their thoughts on the Renewal Application.

25 At the close of public comment,

1 Harrah's and OEC will have the opportunity to
2 provide a closing statement if they desire.

3 All witnesses are reminded to speak
4 loudly and clearly so that we can all hear what you
5 have to say and our court reporter down here on the
6 end can hear you as well. And as Mr. Harbach said,
7 we are livestreaming this proceeding through the
8 Board's website, and it will be up for everyone's
9 viewing pleasure in the future if you want to go
10 back and look at it again.

11 So, let us have all witnesses from
12 Harrah's and OEC who will testify during the
13 presentation part of our hearing today, if you could
14 stand and raise your right hand and be sworn by the
15 court reporter.

16

17 (WHEREUPON, WITNESSES SWORN EN MASSE.)

18

19 PRESIDING OFFICER: I will remind you,
20 when you speak for the first time, if you could
21 state and spell your name for the court reporter.
22 She does have a list, but it will be nice if she had
23 the spelling of your name and spelling on the record
24 as well.

25

So, Harrah's, take it away.

1 ATTORNEY SCHRIER: Thank you, Director
2 Lloyd. Can I ask, are other Commissioners on
3 livestream or -?

4 PRESIDING OFFICER: No.

5 ATTORNEY SCHRIER: This is our - okay.
6 Well, very good.

7 PRESIDING OFFICER: Those
8 participating today - but the entire record will be
9 made available to the full Board for their
10 consideration.

11 ATTORNEY SCHRIER: Very good.

12 So good morning, everyone. Good
13 morning, Commissioners. My name is Stephen Schrier.
14 If it's okay, maybe I'll just take my mask off while
15 I'm speaking. I am an attorney with Blank Rome. My
16 name is spelled, S-C-H-R-I-E-R. And we represent
17 Chester Downs and Marina, LLC, which does business,
18 as you know, as Harrah's Philadelphia.

19 We're pleased to be here in a city
20 where we operate, in the City of Chester, in City
21 Hall with you, in a live setting, for the first time
22 in a very long time. It's a pleasure to appear in
23 front of you in that capacity.

24 As Director Lloyd indicated, we're
25 here for the public hearing - the public input

1 hearing on the renewal of the Slot Machine License
2 for Harrah's Philadelphia, as mandated by the Gaming
3 Act.

4 I'd like to introduce the key persons
5 who are here with us today from Harrah's
6 Philadelphia. And some of them have been sworn
7 already, but to my right is Chris Albrecht. Chris
8 is the Senior Vice President and the General Manager
9 of Harrah's Philadelphia. And behind him is Patty
10 Cain. She is the Vice President of Human Resources.
11 And back there, if you can just raise your hand, is
12 Marianne Oronzio. She's the Cage and Credit
13 Manager. And Lawrence Moore, who is the Security
14 and Risk Manager.

15 Also with us today from Caesars is
16 Bessie Sacco, who's the Vice President of Legal and
17 Regulatory Affairs for Caesars Entertainment, and
18 Joseph Tyrrell, who is the Regional Vice President
19 of Government Relations. And with me today from
20 Blank Rome is my colleague, Gregory Bailey.

21 As you know, it's the burden of every
22 Slot Licensee to prove that it meets the criteria on
23 its renewal to continue to sustain and hold and
24 maintain its Slot Machine License.

25 Harrah's holds a Category 1 Slot

1 Machine License and, to this date, has complied with
2 all of its obligations and updates and filings in
3 order for it - its license to be renewed. Today's
4 hearing is an important step in that license renewal
5 process.

6 So for now, I would like to introduce
7 Mr. Albrecht again and ask that he explain to you
8 the property, its accomplishments and the basis of
9 some of the facts why this license should be
10 renewed. Chris?

11 MR. ALBRECHT: Thanks, Steve. It's
12 Chris Albrecht, A-L-B-R-E-C-H-T. I am General
13 Manager for Harrah's Philadelphia. And thank you
14 for the opportunity to speak in front of you today.

15 We are coming up this year on being
16 able to celebrate our 15-year anniversary here in
17 Chester, first as a racetrack, coming up on
18 September 10th, and then January 22nd of next year
19 will be our 15-year as a casino license-holder here
20 in Chester. And again, appreciate the opportunity
21 to speak to you on behalf of our team.

22 We also have other members of our team
23 in the audience today as well as many of our
24 partners in the community that will also have the
25 opportunity to speak on our behalf later today.

1 So just, you know, a quick history of
2 our location here in Chester. This is the old Sun
3 Shipping campus shipping yard. We're right on the
4 water. Racetrack and casino again both built almost
5 15 years ago. You can get a sense of the - you
6 know, the rich history in the city that we were able
7 to put our - our facility on, and have enjoyed again
8 as a partnership here in Chester over the last 15
9 years. And again, continue to look for ways to
10 contribute to our local community.

11 That is about 64 acres of a brownfield
12 site that we did build on that shipping yard. It's
13 a multi-level facility. Our - our racing level
14 takes up most of the second floor, where we have
15 live racing and simulcasting going on. And then our
16 main casino floor on the third floor. So just over
17 200,000 square feet of space that we use. That also
18 includes banquet space, restaurants. And again,
19 everything for the casino and for the racetrack is
20 encompassed on there. Spent almost a half a billion
21 dollars over the 15 years building the facility and
22 making improvements over time that we'll talk a
23 little bit about today.

24 We've been able in that time to
25 generate over \$4 billion in gross gaming revenue.

1 We've been able to bring about 42 million visitors
2 to our facility. That's a lot of folks coming down
3 to Chester to visit us and enjoy the area. And
4 that's translated to over 2.3 million - sorry,
5 billion in taxes and fees to the State, to the
6 Commonwealth, from our facility being here.

7 We've definitely had a bit of
8 evolution over time with our gaming facilities. So,
9 just recently, about two weeks ago, we were approved
10 to have our slot footprint become 1,700 slots. And
11 as we stated at that hearing, we believe this really
12 sets our - our property up for the right kind of
13 offering for our guests now, creating more spacing
14 on our floor. It's a lot, as I explained at that
15 hearing, that we've learned over the last several
16 years. In terms of building a better experience for
17 our guests, we think that's more than enough units
18 to satisfy the demand we now have at Harrah's
19 Philadelphia.

20 Still operate 71 table games
21 throughout that facility. We've also implemented
22 some of the newer technologies, like electronic
23 table games, fully-automated variety and the
24 dealer-assisted. And we're in the process of
25 getting some more of those as well.

1 In January of 2019, along with many of
2 the other casinos in Pennsylvania, we added sports
3 betting, and we added our Sportsbook at that time.
4 And that's actually been rebranded since then to a
5 William Hill Sportsbook. And we're in the process
6 of actually relaunching that again now that William
7 Hill has kind of come out to see some draw. So, a
8 lot of excitement in our company overall and here in
9 both Chester and Pennsylvania overall for the growth
10 of the sports betting market.

11 And live racing and our simulcast
12 business, which I'll talk a bit more in detail, but
13 that's been a very strong part of our operation
14 since the beginning. And last year it's grown even
15 more so.

16 Our food and beverage offering, we
17 continue to try different things and have kind of
18 come up with a blueprint that we think works
19 wonderful for our guests. Philly Tap & Tavern,
20 which I'll talk a little bit more about later, is
21 actually a concept we had several years ago. And
22 it's come back since this January in a very strong
23 way for our customers.

24 The Market is our - our quick service
25 offering where you can get sandwiches, salads,

1 pizzas, all made for you right there, fresh. And
2 I'm very excited that came in 2017.

3 Mien is our noodle bar offering that
4 serves mainly a very specific part of our customer
5 base, and that is the Asian-American community
6 around Philadelphia that we're able to draw their
7 business here.

8 And then on our racing level we have a
9 couple offerings, Philly Steak Shack being the main
10 one, but they also have a Krispy Kreme Donut there.
11 And they're in the process of adding a third
12 offering for a food court there called Kickin'
13 Chicken to kind of pick up on the chicken sandwich
14 craze and stuff like that. So, a variety of
15 offerings for both our racing and our casino
16 customers at Harrah's Philadelphia.

17 And with Harrah's coming to this
18 market, we also brought a very large organization,
19 Caesars Entertainment, one that has grown in size
20 over time. And as of last summer, it became the
21 largest gaming company in the United States with the
22 merger of El Dorado and Caesars. And so, with that,
23 our customers that come to play with us here at
24 Harrah's Philadelphia not only have access to all
25 the great things that we offer here in Chester but

1 also things throughout our entire network, which
2 include locations such as Las Vegas, California,
3 Reno and Lake Tahoe, New Orleans, the Chicago area,
4 and most locally here, Atlantic City. And what that
5 means to our customers when they come and play with
6 us at Harrah's Philadelphia, they earn reward
7 credits through our program. And they can take
8 those credits and use them in all those other
9 wonderful, great locations. So, it's a great
10 attraction for us to be able to offer not only great
11 amenities for our guests here, but as we invest in
12 our product across the country, that has customers
13 really excited here at Harrah's Philadelphia and to
14 earn through our wonderful Caesars Reward Program.

15 With Caesars you also get the
16 foundation of our Code of Commitment. It's been the
17 foundation of our company for over 30 years, when we
18 came to Pennsylvania. And as we've gone into other
19 markets, we've brought that with us. And with that
20 Code of Commitment comes our Responsible Gaming
21 Initiatives. And really, we were first to market a
22 lot of ways of responsible gaming. And that comes
23 with self-restrictions. That comes with 21 and
24 under - I'm sorry, 21 and over - making sure
25 customers are 21 and over. And it also speaks to

1 our focus on making sure that - we don't have
2 unattended minors. All that falls under the
3 umbrella of our Code of Commitment and our
4 responsible gaming.

5 Again, we were the first to broadcast
6 ads around responsible gaming. And we take it a
7 step further when it comes to self-restriction. So,
8 while in Pennsylvania we have to look at
9 restrictions within the state. And when someone
10 gets banned at a property in Pennsylvania, we
11 obviously add them to the Pennsylvania ban. But
12 within our company, Caesars also restricts folks
13 throughout the entire country. And those who enter
14 our database as well, and we'll restrict here on our
15 property as well. So, we take it, again, a bit
16 further being a part of a large company like Caesars
17 Entertainment.

18 So as I mentioned, we built our
19 property up and opened almost 15 years ago, but we
20 continue to look to refresh and refine the offering
21 that we offer to our guests. We re-carpeted our
22 floor back in 2017, spent over a million to do that.
23 We purchased all new slot chairs for both our slot
24 floor and our table floor. And we continue to
25 purchase new slot machines and to lease new games

1 from our vendors on a regular basis, getting over
2 120 new games in the past two years alone. And we
3 are excited to continue to look for new ways for
4 this remodeling we're doing to offer new product to
5 our guests on the gaming floor.

6 As I mentioned, we've changed over our
7 food and beverage offering a few times over time to
8 adapt to our customers' needs, Philly Tap & Tavern
9 being the most recent example. And again, that's
10 been just a great one with our guests, something
11 that they used to have in the past and something
12 that we were able to bring back in a new and
13 refreshed way that has really spoken to our casino
14 guests that visit us.

15 We've also had some great partnerships
16 with some of the local sports teams. You can see
17 there are Center Bar for our partnership with the
18 76ers. We're able to redeem that. There's
19 Sportsbook in the back at our Center Bar. Just a
20 lot of great opportunities for guests to both watch
21 and place bets on sports. That has really stepped
22 up, obviously, over the last two years since we've
23 opened that.

24 We stay committed to offering our
25 guests, again, a world-class gaming experience. We

1 spend a lot of money in marketing them for a variety
2 of ways. The most open way is what you see in the
3 amount of free slot pay that we extend to our
4 customers. And that's something that allows a
5 customer to come in with an offer that we give them
6 to start their day with us. We also have a lot of
7 other events and promotions we run throughout the
8 year. As you can see in here, some car give-aways
9 are always very - very fun, jackpot drawings,
10 hotseats and some of the bigger parties that you see
11 around New Year's Eve and a big party we do in the
12 summertime. So, a lot of different ways that we
13 look to get customers to come to us here in Chester.

14 So as I mentioned, this really had
15 started with our commitment to harness racing from
16 the very beginning. That's what got us our Category
17 I License. And that's what's turning 15 years old
18 here in September. A lot of our tax money goes to
19 the Horseracing Development Fund and for other fees
20 as well.

21 We race about 150 live racing days a
22 year. We race on Wednesdays, Thursdays, Fridays and
23 Sundays for the most part, but we do, do some
24 specialty days, some night racing throughout the
25 summer as well to attract customers to our facility.

1 We're racing March/April timeframe and we'll go
2 through December, depending on the weather. Last
3 year we had a very successful Christmas Eve racing
4 day, so you know, we're going to look forward to
5 finding the right pockets of time for customers to
6 come - to come visit us. And we do focus a lot on
7 PA siring our horses to our racetrack facility.

8 And as I mentioned earlier, really one
9 of the exciting things we've seen since we've come
10 back from some of the closures and challenges of
11 COVID is that horseracing popularity has grown in a
12 tremendous way, and it's really been across the
13 board. We offer, obviously, the live racing on our
14 site. And that's where folks will bet on our live
15 races or they'll be a simulcast feed into our - our
16 racetrack from all across the country, and we'll get
17 some get betting on that. And we saw some - some
18 record days really in May from that kind of betting.
19 So, May 30th is our invitational event that we do
20 each year, and that's really where we put a lot on
21 Memorial, Sunday, to active our full experience and
22 the betting on the racing mill. That's the second
23 best racing day in our entire history. And that
24 was, you know, just this May. And a couple weeks
25 before that, May 16th, not quite as big, but we had

1 our fifth best day on that Sunday. So, a lot of
2 strength and popularity going on in racing, and
3 that's on our on-track product.

4 And then we also have simulcasting.
5 So, we simulcast within our building on the tracks
6 around the country. And we also have a very healthy
7 internet product. And as you can imagine, while our
8 facility was closed last year, that internet product
9 grew tremendously. And that has sustained in a lot
10 of ways since we've come back. So, really, both the
11 live racing product that we have and the internet
12 business and the simulcast, that really has been
13 seeing some tremendous growth in numbers. And we're
14 very excited to see that continue going as we move
15 forward.

16 And I do just want to touch - since we
17 are I think the first casino to present since the
18 COVID period has transpired, certainly we're still
19 wearing masks today and we're still not fully out of
20 all that, but I just want to take a moment and to
21 acknowledge sort of the work the team did here in
22 collaboration with the PGCB, with our - with our
23 corporate office to - to really put our best foot
24 forward as we kind of meandered through this past
25 year - year of time.

1 So you know, we closed during - I
2 think we were the second casino to close in
3 Pennsylvania back on March 14th, and we were closed
4 through June 26th of last year. That was our first
5 closure period. And then the rest of the
6 Pennsylvania casinos had that second closure period
7 for three weeks, December 12th through January 4th.
8 And really during that first closure period, a lot
9 of time, energy and effort was spent by the team
10 working with our corporate office and working with
11 the PGCB to come up with some strong protocols that
12 we would be able to open with very good health and
13 safety standards for our team members and our guests
14 when we did reopen that June. And I think we did a
15 very good job of working - we collaborated on that
16 as we worked through that time.

17 And then the company really stepped up
18 I thought during that period to take care of our
19 team members while we were closed. So, we did pay
20 for that first initial couple weeks when we closed
21 that first time. We paid our team members for the
22 entire two weeks for the second time. That was
23 inclusive of their wages and tips for the tip
24 positions. And we did pay benefits for our team
25 members all the way through July 31st. So, a lot

1 was done to make sure that there was really minimal
2 disruption as there could be for our team members.

3 We also launched our Caesars Cares
4 program at that time, which allowed team members to
5 donate to the fund and that would be distributed.
6 We did have our Caesars Care Fund come out that
7 allowed team members to donate and other - other
8 folks. So, like our entertainers that work with us
9 in Las Vegas and some of our celebrity chefs all
10 donated to this fund. And then those funds would be
11 distributed out to team members most in need during
12 the COVID time. So, a lot done. Again, we also did
13 two holiday gifts this year to our team members.
14 So, again, I think the company and the property
15 stepped up in a major way during a very challenging
16 time for all of our team members.

17 So, just to get into some of the
18 specifics of the economic driving of - of our
19 operation. So, you know, primarily we started out
20 first and foremost on the gaming side of our slot
21 operations. And obviously, that's the biggest
22 contributor to the - to the taxes and fees to the
23 Commonwealth, over \$20 billion since our inception
24 on that front. A lot of that also comes here
25 locally to the City of Chester and to Delaware

1 County. We also have our own land lease agreement
2 with both the city and the county. And again, we
3 continue to pay and honor those throughout all these
4 different and challenging times.

5 Table games side, table games games
6 and a few years later in 2010, different - different
7 tax structure, but again almost \$170 million in
8 taxes to this date from our - from our table games
9 operation. And again, that also includes a separate
10 land use agreement that we have with the city and
11 county on table games.

12 Sports betting, as I mentioned, is
13 still fairly new and fresh. We opened - you can see
14 a couple pictures there again of our Sportsbook in
15 January of 2019, but we do believe there's a lot of
16 upside on this side of our business, our company
17 overall, as I mentioned, in the process of
18 rebranding and relaunching that here over the next
19 few months. And we're very excited to see the
20 impact of sports betting as we continue to move
21 forward.

22 And then also, sort of in its early
23 stages, is our online gaming offering. Again, both
24 sports betting and online gaming as we know came out
25 of the Act in 2017 and over the last couple years

1 has started to really grow here in Pennsylvania.
2 And we're excited again to see a relaunch of our -
3 of our Caesars Online completely with sports betting
4 and with our slot and table product. And we are
5 about to launch our internet poker product here in
6 July. So, we're very excited to have a full
7 complement of gaming offerings on our online side.
8 And as you can see in the tag there, our responsible
9 gaming mantra of the company also goes to our online
10 experience as well. So, a lot of different ways
11 that we continue to activate our gaming offering
12 here in the Commonwealth, and that helps contribute
13 again to the taxes overall.

14 So I'm going to hand it over here to
15 Patty, our VP of Human Resources. And while I just
16 kind of went over there all the direct ways we
17 impact the community, Patty will really share kind
18 of some indirect ways that our team members dedicate
19 their time and money here in the community, yielding
20 to the tax dollars we generate. And then she'll go
21 over all the great things we do to hire a very
22 strong and talented team member workforce at
23 Harrah's Philadelphia.

24 Patty?

25 MS. CAIN: Hi. Thank you. Nice

1 speaking with you today. I'm Patty Cain. Last name
2 is, C-A-I-N. And as Chris said, I am here to speak
3 to our team members and the dedication to the
4 community.

5 So we make a difference by supporting
6 a lot of our community partners, several of which
7 are here to speak with us today. We have
8 contributed 1.8 million in charitable contributions
9 since opening, donating to these local community
10 partners during both property donations and also
11 through our Caesars Foundation, specific grants. We
12 did such things as we built a wing for the Crozer
13 Library, a sign for the DelCo Literary Council,
14 looking into more security and safety in Chester,
15 and supporting them with security cameras are just
16 some of the things that we help to contribute with
17 our Community Back to Work program. It is a program
18 that we work with our team members to also purchase
19 homes in Chester.

20 We also, through our team members,
21 support the local community. It's our HERO Program,
22 which is Harrah's Employees Reaching Out. We
23 contribute over 8,400 volunteer hours in 2019. And
24 many of our leadership team and our team members
25 also support these local community organizations.

1 As you can see here, Boys and Girls Club, City Team,
2 the library, United Way. Just several of the local
3 organizations that we do support.

4 We also contribute to the local
5 community by purchasing food local - I went too far.
6 I'm sorry - through purchasing local and
7 Pennsylvania products. As you can see, we spent 22
8 percent of our local business enterprise supporting
9 them, 22 percent, 2.34 million, 825,000 spent in
10 Delaware County. And 22 percent of that spend was
11 on minority business and women-owned businesses, or
12 2. - I'm sorry, 3.47 million, supporting our local
13 business, such as the SpringHill Suites. Several of
14 our suppliers will be speaking on our behalf as well
15 today, Frank McCall, Toft & Company, Health Net,
16 just to name a few.

17 Our team members are most definitely
18 our most valued asset. They make us who we are
19 today and they support our guests with spirit and
20 enthusiasm. They support our local community.
21 Without them, we wouldn't have the impact that we
22 have.

23 So the creator of family-sustaining
24 jobs. Total salaries and wages paid since opening,
25 \$477 million. Our average hourly rate works out to

1 be about \$18.08 and salaried about \$70,000. Total
2 employee taxes and benefits paid are \$218 million.
3 Full-time employees are eligible for JH insurance
4 program.

5 Several of the benefits that we offer,
6 they get a free meal per shift, 401(k) match, paid
7 time off, flexible time off, employee assistance
8 program, tuition reimbursement program, the Seniors
9 Cares Program, which Chris had spoke to. And we
10 have bonus and incentive programs and employee
11 discounts. We do offer free table game training
12 onsite to anyone that doesn't have any table games
13 experience and wants to come on and receive that
14 training. It is free of charge. It's a six-week
15 program. And then we do pay licensing fees for all
16 license renewals for all of our team members.

17 As we continue to grow, we are also
18 very committed to recruiting locally and onboarding
19 new team members. Throughout the pandemic, as you
20 can recognize, it's a tough place to work in
21 Philadelphia. The last year, obviously the pandemic
22 impacted us for 2020, but we just are committed to
23 ensuring that we are focusing on local - local
24 hiring.

25 And this represents who we are and

1 that we're committed to a diverse workforce.
2 Sixty-two (62) percent of our team members are
3 minorities. Forty (40) percent of our team members
4 are woman. Seventy-seven (77) percent of our
5 employees are Pennsylvania residents. And 46
6 percent of our employees are Delaware County local
7 residents. And 42 percent of our employees are
8 union affiliated.

9 And speaking to our unions, the unions
10 that we are affiliated with, we have Unite Here
11 Local 54, which we're in - that are Atlantic City
12 properties. That's mostly food and beverage, EDS
13 slot, host, stewarding, wardrobe.

14 We also have the Teamsters Union,
15 which is just the warehouse team, the laborers,
16 which are local here to Chester. That's our cage
17 cashiers and our mutual tellers. And then we have
18 the carpenters, which represent our facilities team.
19 And then IBEW, who represent our slot technicians.

20 We celebrate diversity amongst our
21 team members, not only in our daily hiring of team
22 members but also in the businesses we support.
23 We've got a local chapter, which is the Women in
24 Business.

25 And with that, I'm going to introduce

1 Marianne Oronzio. We have a couple of on - are on
2 mute that were - are actually from Chester. Both
3 Marianne and Lawrence will come up to speak, but
4 Marianne -.

5 MS. ORONZIO: Good morning, everyone.
6 My name is Marianne Oronzio. That's, O-R-O-N-Z-I-O.
7 I'm a Cage Credit Manager at Harrah's Philadelphia.
8 I started my journey with Harrah's a little over 14
9 years ago, in January of 2007, as a frontline cage
10 cashier. I was promoted to cage supervisor in 2009,
11 then to my current management position in 2018.

12 I call my career at Harrah's a journey
13 because that is what it is for me personally, a
14 lifechanging experience that has shaped me into the
15 manager I am today. When I started back in 2007, I
16 had no previous casino experience and wasn't even
17 sure what a cage cashier was. I just saw an
18 exciting opportunity to work at a company that was
19 in my hometown. Over the past 14 years I've been
20 extremely fortunate to have had leadership within
21 Harrah's and to see my potential and have given me
22 the coaching and mentorship that has allowed me to
23 cultivate the career I have today.

24 I was born in Chester. I have spent
25 all of my childhood growing up here. It makes me

1 incredibly proud to be a part of Harrah's
2 Philadelphia and to know how much we give back to
3 the local community. Be it our work with Chester
4 City Team, our donations to the Domestic Abuse
5 Project of Delaware County or volunteering with CRC
6 Watersheds, it is so fulfilling for me to know that
7 I work for a property that gives so much back to the
8 neighborhoods I represent.

9 I look forward to my continued growth
10 within Harrah's Philadelphia. I hope my experience
11 can be repeated a hundred times over, and thank you
12 for this opportunity to speak on behalf of Harrah's
13 Philadelphia. And thank you so much for your time.

14 MR. MOORE: Good morning, everyone.
15 My name is Lawrence Moore, and I'm the Security and
16 Risk Manager for Harrah's Philadelphia.

17 My journey with Harrah's started in
18 2010. I was born and raised actually two blocks
19 away from the casino. 2010 I started as a security
20 officer. Had no plans on staying at Harrah's long,
21 to be honest, right. It was a steppingstone towards
22 my career, my journey. But being at Harrah's and
23 the family environment and the way it took time and
24 nourished my leadership skills, I worked at Harrah's
25 during the day.

1 2010 I started a program called
2 Legendary Leadership, which is a program where they
3 take the top supervisors and they train them and you
4 learn --- and you go about how to coach your team
5 and how to be a better manager and supervisor.

6 So in 2011 I was given the opportunity
7 to become a supervisor. Between then and 2012 I
8 actually met my wife at the job, got married to my
9 wife then, 2012.

10 2014, I became a supervisor - I'm
11 sorry, a shift manager. I apologize. 2014 to 2018
12 I was shift manager as well - or just a manager.
13 I'm sorry. Sorry, I'm a little nervous. 2018
14 forward, I became the Security and Risk Manager at
15 Harrah's Philadelphia.

16 So throughout the years we've had many
17 opportunities to help out the community, which I, in
18 2014, won the Caesars Award of Excellence for
19 coaching the youth football team in Chester.

20 I'm currently working on different
21 initiatives to help out with the sports team as well
22 now at Chester High. I look forward to working with
23 the team on that.

24 Also, it's just a great place to work.
25 I would not change anything about my experience at

1 Harrah's. It's more of a family environment from my
2 team of 50 officers and supervisors. It's really a
3 team environment, and we start that from day one,
4 when the employees start orientation.

5 So thank you. I want to thank you
6 guys for your time, and have a great day.

7 ATTORNEY SCHRIER: That concludes our
8 formal presentation. Again, appreciate the
9 opportunity to speak on behalf of Harrah's
10 Philadelphia and look forward to taking any
11 questions.

12 PRESIDING OFFICER: I'll turn to Mr.
13 Armstrong, our Counsel with OEC. Do you have any
14 questions for Harrah's?

15 ATTORNEY ARMSTRONG: Yes, Director.
16 James Armstrong and Ashley Gabrielle
17 for the OEC.

18 I'll direct my questions to Mr.
19 Schrier and to Mr. Albrecht, unless someone else is
20 more qualified to testify as to the present.

21 Can I draw your attention to slide
22 four -

23 MR. ALBRECHT: Yes.

24 ATTORNEY ARMSTRONG: - a state-of-the-
25 art gaming experience? Is this description of the

1 number of slots and table games representative of
2 the gaming floor reconfiguration due to the slot
3 reduction request approved by the Board last month?

4 MR. ALBRECHT: Yes. This will be our
5 footprint that we are in the process of completing
6 now to get to the 700 slots. The 71 table games are
7 in place.

8 ATTORNEY ARMSTRONG: Can I draw your
9 attention to slide seven, Caesars Code of
10 Commitment?

11 MR. ALBRECHT: Yes.

12 ATTORNEY ARMSTRONG: Did the COVID-19
13 closures and layoffs in 2020 have any impact on
14 Harrah's ability to meet its initial and annual
15 problem gambling training, including underage
16 gamblers, excluded individuals and self-excluded
17 patrons?

18 MS. CAIN: I think that all he can
19 speak to there's a delay, of course.

20 MR. ALBRECHT: We were able to
21 complete, but we did get some team members - give
22 team members extra time to complete.

23 MS. CAIN: Okay.

24 ATTORNEY ARMSTRONG: Can I draw your
25 attention to slide eight, gaming floor improvements?

1 Does this representation include Harrah's recent
2 gaming floor reconfiguration and slot reduction?

3 MR. ALBRECHT: Does - does which part?

4 ATTORNEY ARMSTRONG: The
5 representation of - does this include the recent -?

6 MR. ALBRECHT: Yeah. These are -
7 these are purchases and changes we made prior to
8 that. So, this is made from improvements that we
9 made over the last few years, and now the new 1700
10 number we're working towards will incorporate a lot
11 of these new products and new locations. So, yes,
12 you may see some of this product. We've referenced
13 some of the stuff -.

14 ATTORNEY ARMSTRONG: this would have
15 been prior to the -?

16 MR. ALBRECHT: Correct.

17 ATTORNEY ARMSTRONG: And I draw your
18 attention to slide nine, new and rebranded food and
19 beverage. Are all Harrah's food and beverage
20 facilities now open?

21 MR. ALBRECHT: So, prior to COVID-19
22 we had one other outlet that has not reopened.
23 Everything else has reopened. Our steakhouse has
24 not, and we are contemplating what to do with that
25 space at this time.

1 ATTORNEY ARMSTRONG: Are they
2 providing full service to Harrah's patrons or are
3 any COVID-19 restrictions still in place?

4 MR. ALBRECHT: There are no - no
5 longer COVID-19 restrictions on our floor at this
6 time.

7 ATTORNEY ARMSTRONG: And in the
8 restaurants -?

9 MR. ALBRECHT: Restaurants, correct.

10 ATTORNEY ARMSTRONG: Let me draw your
11 attention to slide 11, commitment to harness racing.
12 The claim of 70-plus jobs at the racetrack includes
13 vendors, do you know how many of the 70-plus
14 racetrack jobs are actually Harrah's employees?

15 MR. BROWN: So Harrah's employees -.

16 PRESIDING OFFICER: Sir, could you -?

17 MR. BROWN: I'm sorry.

18 PRESIDING OFFICER: If you're going to
19 answer the question, could you step up for me and -?

20 ATTORNEY ARMSTRONG: He should be
21 sworn.

22 PRESIDING OFFICER: And if you have
23 not been sworn, state and spell your name for the
24 record, and she'll swear you in?

25 MR. BROWN: Barry Brown, B-R-O-W-N.

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BARRY BROWN,
CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
HAVING FIRST BEEN DULY SWORN, TESTIFIED AND SAID AS
FOLLOWS:

MR. BROWN: So, on the 70-plus jobs,
that includes the State Racing Commission employees
that are on the property. Harrah's employees is
about 45.

MR. ALBRECHT: Barry's our Director of
Racing, by the way - Director of Racing Operations.
That's the quick answer to that
question.

ATTORNEY SCHRIER: I apologize for not
introducing Barry earlier, but he's the Director of
Racing Operations and is here as well. So, welcome,
Barry. Thank you for stepping up.

ATTORNEY ARMSTRONG: I just have a few
more questions. Can we go to slide 12, racing grid.
This actual racing grid that you're seeing, is it
more patrons onsite driving the surge in the
parimutuel revenue or is it more attributable to the
addition of internet wagering?

MR. ALBRECHT: Internet wagering

1 obviously is a higher volume number for us, but we
2 are seeing spikes in our - in our on track. As I
3 mentioned, it's really across the board, but yes,
4 the majority of it has come from the internet
5 simulcasting.

6 ATTORNEY ARMSTRONG: Then we get to
7 slide 25, continuing to grow our team. Your claim
8 that you are committed to recruiting locally, what
9 do you mean by that? Is that City of Chester,
10 Delaware County. The fact that you're in the
11 Delaware Valley, is it the tri-state area? Do you
12 actually recruit from new Jersey and Delaware?

13 MS. CAIN: We do actively recruit from
14 the tri-state area. We do try to focus on local
15 communities, working with the local Chester Chamber
16 as well. We haven't been able to conduct any job
17 fairs with them as of late due to COVID
18 restrictions, but we do work very closely with them
19 to look for actual local commitment to recruiting
20 from Chester.

21 We do hold local job fairs at our
22 property as well. We started ramping those back up
23 and just to make sure that we're getting that local
24 - local -.

25 ATTORNEY ARMSTRONG: Do you hold job -

1 any job fairs out of state, in New Jersey?

2 MR. ALBRECHT: I was going to say, to
3 Patty's point, yes, obviously, the last year job -
4 some things have been different. But prior to that,
5 most of the job fairs we had would be onsite or
6 somewhere in the local community. We've also in the
7 past had strong partnerships with the local
8 colleges, Weidner being the biggest example,
9 Delaware County Community College as well. So, most
10 of the recruiting we do that's active and onsite is
11 done on the Pennsylvania side, but our jobs do go up
12 - out on different job sites and, yes, to people to
13 come work with us from New Jersey and Delaware. But
14 as you can see, we still have 77 percent are coming
15 from Pennsylvania. So, the efforts are focused more
16 on the Pennsylvania side on recruiting efforts.

17 ATTORNEY ARMSTRONG: Do you actively
18 recruit employees from other Caesars properties,
19 particularly the ones in Atlantic City?

20 MR. ALBRECHT: WE have an internal
21 transfer program we do. It's a big part of coming
22 to our company is not only that you come to work at
23 your property, but you have the opportunity
24 throughout that. Just like our customers have those
25 great opportunities, our team members do as well.

1 So, we do have a good flow of team members that do
2 start with us in Chester and go elsewhere, but we do
3 have some that come from other markets and work with
4 us. And we have several that do come more closely
5 from Atlantic City.

6 ATTORNEY ARMSTRONG: And I guess they
7 more than likely remain New Jersey residents?

8 MR. ALBRECHT: Yes.

9 ATTORNEY ARMSTRONG: Okay.

10 Drawing attention to slide 26, there
11 we are, there's a claim that 77 percent of the
12 employees are Pennsylvania residents. Does the
13 Gaming Act, it's actually 13A04, there's a goal that
14 85 percent of Slot Machine Licensees, Table Game -
15 Table Games Employees, to be Pennsylvania residents.

16 Can you tell me if that 77 percent -
17 is that a cause to -?

18 MR. ALBRECHT: It's all team members,
19 all -.

20 ATTORNEY ARMSTRONG: But do you know
21 what percentage of the Table Games Employees are
22 actually Pennsylvania residents?

23 MR. ALBRECHT: Not offhand.

24 MS. CAIN: I don't.

25 MR. ALBRECHT: We can get you that

1 stat.

2 MS. CAIN: Yeah.

3 ATTORNEY ARMSTRONG: Yeah.

4 And there's claims also there on Slide
5 26, 62 percent of the employees are minorities and
6 40 percent are female. Can you tell us what
7 percentages of the executive and management teams
8 are minorities and women?

9 MR. ALBRECHT: We can get those stats
10 for you. I would say that this is an opportunity
11 for us for sure, but we're definitely not as
12 represented in our leadership level. It's actually
13 a focus of our company overall.

14 Caesars, a couple years ago, started a
15 50/50 initiative for men and women representation
16 across all leadership levels. And we're obviously
17 very focused on that as well here in Chester.

18 We, unfortunately, had some turnover
19 at the leadership level that were both - turnover
20 for female executives that we had, so we'll get you
21 those specific stats, but we definitely know and
22 recognize that that's an opportunity for us to have
23 better representation as we go up the leadership
24 levels.

25 ATTORNEY ARMSTRONG: And lastly, is

1 there any set policies that you have in place to
2 actively recruit strictly Pennsylvania residents,
3 particularly for table games positions?

4 MS. CAIN: No. No.

5 MR. ALBRECHT: No.

6 ATTORNEY ARMSTRONG: I have no further
7 questions, Director.

8 PRESIDING OFFICER: Mr. Schrier, do
9 you have any follow-up with your witnesses?

10 ATTORNEY SCHRIER: I don't have any
11 follow-up with the witnesses, but I would like just
12 to have a few closing remarks and entering things
13 into evidence, if that's okay, if we're at that
14 point -.

15 PRESIDING OFFICER: Well, I'll turn to
16 the board members first -

17 ATTORNEY SCHRIER: Sure.

18 PRESIDING OFFICER: - before we wrap
19 up that.

20 Do the board members have questions
21 for Harrah's witnesses?

22 MS. SMYLER: Well, OEC actually asked
23 the question I was going to ask about minorities and
24 executive level positions, so -.

25 PRESIDING OFFICER: Okay.

1 MR. DERMODY: I have one quick one.

2 PRESIDING OFFICER: Okay.

3 MR. DERMODY: It's a question about -
4 you mentioned you do train on table games?

5 MR. ALBRECHT: Here, onsite, in our
6 casino. Yes.

7 MR. DERMODY: But you also said you
8 work with the local community college?

9 Is that right?

10 MR. ALBRECHT: We have in the past.
11 We no longer use the table games training that we
12 used to have in Delaware County Community College.

13 MR. DERMODY: Did you have a program
14 there?

15 MR. ALBRECHT: We used to do that but
16 no longer.

17 MR. DERMODY: Is it happening
18 elsewhere?

19 MR. ALBRECHT: We do a pretty good job
20 of outreach onsite and we als0 - obviously, like
21 most places, there's been a talent challenge find
22 over the last year-plus. Our last two hiring events
23 have gone well, so it seems that there's maybe a
24 return to the workforce on that front. So, but
25 yeah, we historically have not had problems on

1 posting having these hiring fairs and then getting
2 folks into our six-week dealer school. And then
3 there's ongoing training once they get into hardcore
4 games as well. But we start you out in that six-week
5 program.

6 MR. DERMODY: Thank you.

7 PRESIDING OFFICER: Okay.

8 Mr. Schrier?

9 ATTORNEY SCHRIER: Yes. Thank you.

10 So, obviously, given the challenges
11 that we've all had in the last year-and-a-half, I
12 think what this company has done to date and over
13 the last year-and-a-half certainly has been helpful
14 and successful in terms of trying to promote all the
15 kinds of things that the Gaming Act is looking for
16 in the renewal process.

17 I do want to thank the Board and the
18 Board staff and BIE and OEC and all the
19 Commissioners for all the patience that everybody
20 has had and all of the - the assistance that has
21 been provided in this whole pivotal process over the
22 last 18 months.

23 I think we're at a point now where,
24 hopefully, everything can move forward. So, I
25 wanted to make sure that we thank you for all that

1 assistance.

2 You've heard from our witnesses.
3 You've heard from Chris, heard from Patty, Lawrence,
4 Marianne and Barry, who I apologize I didn't
5 introduce in the beginning. But I think with that -
6 with that evidence in the record, I would just add
7 that I would like to move in the PowerPoint
8 presentation that we had used today as evidence at
9 this hearing. And also we have provided the Board
10 with Exhibits 1 through 19, which are letters that
11 were received in support of the property's renewal,
12 which have been submitted to the Board. And I would
13 ask that those be admitted into evidence as well.

14 And I understand that Senator Kane has
15 also provided a letter which was not on our list,
16 but I know that Director Lloyd has a copy of that,
17 and I would ask that that also be moved into
18 evidence.

19 So, with that and my thanks, that
20 concludes our portion of the presentation, but we're
21 here to answer any further questions that may come
22 up.

23

24 (Whereupon, Exhibit -- , PowerPoint, was marked
25 identification.)

1 (Whereupon, Exhibit 1, Letter, was marked for
2 identification.)
3 (Whereupon, Exhibit 2, Letter, was marked for
4 identification.)
5 (Whereupon, Exhibit 3, Letter, was marked for
6 identification.)
7 (Whereupon, Exhibit 4, Letter, was marked for
8 identification.)
9 (Whereupon, Exhibit 5, Letter, was marked for
10 identification.)
11 (Whereupon, Exhibit 6, Letter, was marked for
12 identification.)
13 (Whereupon, Exhibit 7, Letter, was marked for
14 identification.)
15 (Whereupon, Exhibit 8, Letter, was marked for
16 identification.)
17 (Whereupon, Exhibit 9, Letter, was marked for
18 identification.)
19 (Whereupon, Exhibit 10, Letter, was marked for
20 identification.)
21 (Whereupon, Exhibit 11, Letter, was marked for
22 identification.)
23 (Whereupon, Exhibit 12, Letter, was marked for
24 identification.)
25 (Whereupon, Exhibit 13, Letter, was marked for

1 identification.)

2 (Whereupon, Exhibit 14, Letter, was marked for
3 identification.)

4 (Whereupon, Exhibit 15, Letter, was marked for
5 identification.)

6 (Whereupon, Exhibit 16, Letter, was marked for
7 identification.)

8 (Whereupon, Exhibit 17, Letter, was marked for
9 identification.)

10 (Whereupon, Exhibit 18, Letter, was marked for
11 identification.)

12 (Whereupon, Exhibit 19, Letter, was marked for
13 identification.)

14 (Whereupon, Exhibit --, Letter from Senator
15 Kane, was marked for identification.)

16 ---

17 PRESIDING OFFICER: Mr. Armstrong, do
18 you have any objection to moving the PowerPoint and
19 the exhibits that were provided by Harrah's -

20 ATTORNEY ARMSTRONG: No objection.

21 PRESIDING OFFICER: - into evidence?

22 ---

23 (Whereupon, Exhibit --, PowerPoint, was
24 admitted.)

25 (Whereupon, Exhibit 1, Letter, was admitted.)

1 (Whereupon, Exhibit 2, Letter, was admitted.)
2 (Whereupon, Exhibit 3, Letter, was admitted.)
3 (Whereupon, Exhibit 4, Letter, was admitted.)
4 (Whereupon, Exhibit 5, Letter, was admitted.)
5 (Whereupon, Exhibit 6, Letter, was admitted.)
6 (Whereupon, Exhibit 7, Letter, was admitted.)
7 (Whereupon, Exhibit 8, Letter, was admitted.)
8 (Whereupon, Exhibit 9, Letter, was admitted.)
9 (Whereupon, Exhibit 10, Letter, was admitted.)
10 (Whereupon, Exhibit 11, Letter, was admitted.)
11 (Whereupon, Exhibit 12, Letter, was admitted.)
12 (Whereupon, Exhibit 13, Letter, was admitted.)
13 (Whereupon, Exhibit 14, Letter, was admitted.)
14 (Whereupon, Exhibit 15, Letter, was admitted.)
15 (Whereupon, Exhibit 16, Letter, was admitted.)
16 (Whereupon, Exhibit 17, Letter, was admitted.)
17 (Whereupon, Exhibit 18, Letter, was admitted.)
18 (Whereupon, Exhibit 19, Letter, was admitted.)
19 (Whereupon, Exhibit --, Letter from Senator
20 Kane, was admitted)

21 ---

22 PRESIDING OFFICER: Okay.

23 So with that, we will move to our OEC
24 and their presentation. Again, when you first
25 speak, if you could state and spell your name for

1 the court reporter.

2 ATTORNEY ARMSTRONG: James Armstrong,
3 Senior Enforcement Counsel, OEC. The last name is,
4 A-R-M-S-T-R-O-N-G.

5 PRESIDING OFFICER: And if you could
6 speak up just a little bit more. The microphone is
7 not the problem, but -.

8 ATTORNEY ARMSTRONG: I understand.
9 With me here today is also Ashley Gabrielle, another
10 attorney in the OEC.

11 ---

12 (Whereupon, OEC Exhibit 1, Data Compiled from
13 NIBRS and UCR System from January of 2015 through
14 May of 2021, was marked for identification.)

15 (Whereupon, OEC Exhibit 2, Document was marked
16 for identification.)

17 (Whereupon, OEC Exhibit 3, Document was marked
18 for identification.)

19 (Whereupon, OEC Exhibit 4, Document was marked
20 for identification.)

21 (Whereupon, OEC Exhibit 5, Document was marked
22 for identification.)

23 (Whereupon, OEC Exhibit 6, Document was marked
24 for identification.)

25 ---

1 ATTORNEY ARMSTRONG: Director and
2 Commissioners, our presentation is the six exhibits
3 which you have in front of you marked for
4 identification as OEC Exhibit 1 through Exhibit 6,
5 as well as will be the testimony of Sergeant Zachary
6 Ryan of the State Police, Michael Wilbur, a
7 supervisor at the Bureau of Casino Compliance and
8 Jerry Ferriola, an investigator with the Bureau of
9 Investigations and Enforcement (BIE).

10 With the Director's permission, can I
11 call my first witness?

12 PRESIDING OFFICER: Yes.

13 ATTORNEY ARMSTRONG: Okay.

14 I'd like to call Sergeant Zachary
15 Ryan.

16 ---

17 SERGEANT ZACHARY RYAN,
18 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
19 HAVING BEEN PREVIOUSLY SWORN, TESTIFIED AND SAID AS
20 FOLLOWS:

21 ---

22 DIRECT EXAMINATION

23 ---

24 BY ATTORNEY ARMSTRONG:

25 Q. Sergeant Ryland, would you state your

1 name and title for the record?

2 A. Yes. It's Sergeant Zachary T. Ryan,
3 Pennsylvania State Police.

4 Q. And how long have you been employed by
5 the Pennsylvania State Police?

6 A. As of June, it will be 15 years.

7 Q. And what is your current assignment and
8 how long have you been in that assignment?

9 A. My current role is Office Commander of
10 Harrah's Casino for the Bureau of Gaming
11 Enforcement, and I've been there since - it would
12 have been July of 2019.

13 Q. Can you briefly describe your current
14 duties?

15 A. Yes. So, my current duties are basically
16 managing day-to-day activities within our office and
17 State Police and Harrah's Casino, and this includes
18 keeping up working relationship with the employees
19 of Harrah's and the other local law enforcement of
20 the community.

21 Q. Can you briefly describe the role of the
22 Pennsylvania State Police and Harrah's Philadelphia
23 Casino & Racetrack?

24 A. Yes. So, our role overall is basically
25 we're going to investigate any criminal activity,

1 anything through Title 18, Crimes Code, Title 75,
2 Vehicle Violations, Title 4, which is the Gaming
3 Code. And then, you know, we strive additionally
4 with that, too, keep up a working relationship with
5 employees as well as patrons who might come into
6 Harrah's Casino.

7 Q. Okay.

8 What law enforcement agency has primary
9 police jurisdiction over Harrah's Philadelphia
10 Casino and Racetrack and its parking lot?

11 A. So it's split between us and Chester
12 City. So, we would hold basically the gaming floor
13 and employee areas outside the gaming floor. And
14 then Chester would deal with anything external,
15 parking lots, the garages, and then the mutuels
16 level, the racetrack, where it's outside
17 gaming-related activity.

18 Q. Can you briefly describe the working
19 relationship Pennsylvania State Police personnel
20 have with the Chester City Police assigned to cover
21 Harrah's Philadelphia?

22 A. Yeah. So, I believe, you know, we have a
23 good cooperative, working relationship with Chester
24 City. We both assist one another when asked to,
25 when needed for investigations or information as

1 things come up. We work well together.

2 Q. Can you briefly describe the working
3 relationship Pennsylvania State Police personnel
4 have with Harrah's Philadelphia personnel,
5 particularly in security and surveillance personnel?

6 A. Yes. So, I would say our relationship is
7 one of professionalism and respect. Specifically
8 with the Security and Surveillance Director and
9 myself, we have an open dialogue, open
10 communication. We work well together and cooperate
11 when things come up.

12 Q. And can you briefly describe the working
13 relationship Pennsylvania State Police personnel
14 have with personnel from the Board's Bureau of
15 Casino Compliance that are assigned to Harrah's
16 Philadelphia?

17 A. That's been a cooperative working
18 relationship where they're likely doing more
19 investigative work. But based on the laws and
20 regulations that we have, we make sure that we work
21 cooperatively, share information as it comes up.

22 Q. Moving in a new direction, are you
23 familiar with the Uniform Crime Reporting System?

24 A. Yes.

25 Q. Can you briefly describe what it is?

1 A. So, essentially the Uniform Crime
2 Reporting System is a program that collects and
3 generates reliable statistics utilizing law
4 enforcement data. Should - I just want to note
5 there's a transition period. The FBI now is looking
6 for us to do what they call NIBRS, which is the
7 National Incident-Based Reporting System, which is a
8 more detailed reporting system from what UCR was.
9 So, part of the data we have is UCR. And then as of
10 20 - January 2021, we transitioned to NIBRS.

11 Q. Which agency compiles the information
12 contained in the Uniform Crime Reporting System?

13 A. So Pennsylvania - essentially each law
14 enforcement agency is required to have their own
15 data. That data is then put into the system, either
16 UCR or the NIBRS System. In fact, they have - and
17 they are responsible and that system compiles
18 everything in Pennsylvania.

19 Q. Is it in an electronic format?

20 A. Yes.

21 Q. Is the Uniform Crime Reporting System
22 available to the public, on the Pennsylvania State
23 - on the Pennsylvania State Police's website?

24 A. Yes. You can navigate through our
25 website directly to it or you can go with their own

1 access, which is ww.ucr.pa.gov/paucrpublic, slash -
2 and that will take you directly to the UCR site,
3 where you can on your own - you can go through and
4 look at specific data for all Pennsylvania -.

5 Q. And how frequently is the information
6 updated?

7 A. So basically it's updated at the
8 beginning of every month for the month previous.

9 Q. Is the information contained in the data
10 based off of today?

11 A. Yes.

12 Q. Under what circumstances?

13 A. So as cases statuses change, cases are
14 closed, adjudication comes up, we determine new
15 suspect information or accused information, then we
16 update it. And then with NIBRS it's now
17 automatically updated through our record management
18 system.

19 Q. And what information is contained in the
20 Uniform Crime Reporting System?

21 A. So basically NIBRS and UCR captures the
22 details of each single crime. Again, NIBRS - they
23 look at every single specific instance within each
24 investigation. So, it also includes victim,
25 offender, the relationship between the two, age,

1 sex, race, ethnicity, the victim and offender,
2 information for both - all those things. And then
3 we look at if there's thefts or property damage, it
4 calculates total losses for the - and recover -
5 losses and recovery of monetary value.

6 Q. Can the number of offenses reported be
7 reduced if a case is later determined to be
8 unfounded?

9 A. So, yes, it can be.

10 Q. Before you are the six documents that the
11 OEC intends to offer into evidence in this matter.
12 Can you identify for the record OEC Exhibit 1?

13 A. Yes. This is the data compiled from
14 NIBRS and the UCR system from January of 2015
15 through May of 2021.

16 Q. Are criminal offenses that occurred at
17 Harrah's Philadelphia listed in the Uniform Crime
18 Reporting System?

19 A. Yes.

20 Q. How are the offenses that occurred at a
21 licensed Pennsylvania casino entered into the
22 Uniform Crime Reporting System?

23 A. Again, prior to January 2021, we would
24 have trained personnel at each Pennsylvania State
25 location, and they would then be responsible to take

1 that information and add it into the system at the
2 beginning of the month for the month previous.

3 However, now with the transition to NIBRS
4 that we're moving in, the point of this is to
5 automatically upload that information directly from
6 our records management system into the NIBRS system
7 and then alert our real-time tracker. And then we
8 do weekly audits of that information to ensure the
9 information we're entering is correct and accurate
10 at each location.

11 Q. Does the Uniform Crime Reporting System
12 list the number of actual offenses that are
13 prosecuted?

14 A. It lists investigated and prosecuted.

15 Q. What is the most common criminal offense
16 at Harrah's Philadelphia based on the record?

17 A. So based on that report, generally the
18 most common is counterfeiting, unfortunately.

19 Q. Can you give an example of one of the
20 offenses?

21 A. Yeah. So, the best example would be
22 somebody who would procure counterfeit currency,
23 whether they created it or purchased it, and then
24 try to either utilize it or attempt to utilize it
25 within the casino. But then it also applies to

1 somebody who may unknowingly have obtained
2 counterfeit currency and then attempted or used it
3 within Harrah's Casino.

4 Q. Do the Pennsylvania State Police have any
5 theories or an explanation as to why Harrah's
6 Philadelphia experiences more incidents of forgery
7 and counterfeiting than other offenses?

8 A. So we have no proven theory, but the
9 general idea is, based on the large sums of currency
10 that comes through these types of institutions, it's
11 just a better target for criminal activity for that
12 specific crime and just turns out to be more -.

13 Q. Since 2015, when the highest number of
14 reported incidents of forgery and counterfeiting
15 occurred, has there been a decrease in forgery and
16 counterfeiting incidents at Harrah's Philadelphia?

17 A. There has been a decrease.

18 Q. Is this reduction in forgery and
19 counterfeiting attributable to law enforcement
20 efforts by the Pennsylvania State Police?

21 A. I would say it's a joint effort between
22 the State Police and casino personnel.

23 Q. Okay.

24 Moving to a different crime, can you say
25 how many thefts are reported at Harrah's

1 Philadelphia by the Pennsylvania State Police in
2 2020?

3 A. In 2020 it was 34.

4 Q. How about 2019?

5 A. 2019, it was 44.

6 Q. 2018?

7 A. Ninety (90).

8 Q. '17?

9 A. Seventy-six (76).

10 Q. Sixteen (16)?

11 A. Eighty-seven (87).

12 Q. '15?

13 A. 118.

14 Q. And did the number of thefts reported at
15 Harrah's Philadelphia from 2015 to 2020 remain
16 somewhat consistent or did they fluctuate?

17 A. I would say the easiest answer is it
18 fluctuates.

19 Q. Are there a significant number of violent
20 crimes at Harrah's Philadelphia?

21 A. In my opinion, no.

22 Q. Are there a significant number of crimes
23 regarding individuals under the age of 21?

24 A. In my opinion, no.

25 Q. Has there been a noticeable increase in

1 any specific crime between February of 2015 and the
2 present?

3 A. No. I think that's again best
4 illustrated by OEC Exhibit 1, page 23. It's a trend
5 report. You'll see it fluctuates. It's all over
6 the place. There's no consistent pattern.

7 Q. So, after reviewing the Uniform Crime
8 Reporting System, the S - or S, Summary report for
9 Harrah's Philadelphia, do you see a pattern in the
10 type of actual offenses that have occurred at the
11 licensed facility?

12 A. I don't see any pattern.

13 Q. Can you explain for the record the
14 offensive training comparison reports included in
15 Exhibit 1?

16 A. Yeah. So, this is the overall trends of
17 serious - serious or violent crimes within Harrah's
18 from January 2015 to December of 2020. It's a
19 comparison of each of month through each year, and
20 it's more what we would call significant crimes,
21 again, violent and thefts, things of that nature.

22 Q. Are the Uniform Crime Reporting System
23 records for reporting the offenses at Harrah's
24 Philadelphia for January 2021 to May 2021 now
25 available?

1 A. So it's available, but again, it's not
2 captioned as it was in the previous months or years.
3 Once - again, as we're transitioning through the
4 NIBRS, it's going to be - it's going to take a
5 little bit until it gets all the kinks worked out of
6 it.

7 Q. And would the records for reported
8 offenses at Harrah's Philadelphia for January 2021
9 to May 2021 be found on the last five pages of
10 Exhibit 1?

11 A. Yes. If you notice - if you looked at
12 it, it has all investigations to include minor
13 discrepancies, things that aren't considered crimes
14 we even still go and investigate or look into.

15 Q. Generally, are the Pennsylvania State
16 Police satisfied with the level of cooperation
17 between the staff at Harrah's Philadelphia and the
18 trooper station within the facility?

19 A. Yeah. We are extremely satisfied with
20 the cooperation and assistance that we receive from
21 all employees within Harrah's.

22 Q. And are there any issues or concerns that
23 you think would negatively impact the suitability of
24 Harrah's Philadelphia?

25 A. None that I can think of at this time.

1 Q. Thank you. I have no further questions.

2 PRESIDING OFFICER: Mr. Schrier, do
3 you have any questions for Mr. Ryland?

4 ATTORNEY SCHRIER: On behalf of
5 Harrah's Philadelphia, I would just like to thank
6 Sergeant Ryland for all of his efforts and his
7 cooperation with - with the property and employees
8 of the property. I have no questions. Thank you.

9 PRESIDING OFFICER: Any board members?
10 Mr. Dermody?

11 MR. DERMODY: Thank you.

12 It's been a very short period of time,
13 but it's become clear in that short period of time
14 that almost all - I think all of our casinos have
15 issues or problems with casino customers leaving
16 children, young children, in cars while they're
17 inside the casino gambling. So, I just wanted to
18 mention the security and the relationship you have
19 with the Chester - City of Chester Police and State
20 Police, how you're handling that, what types of
21 patrolling you're doing in the parking lots, garage
22 and how that's working out and how you're addressing
23 that situation.

24 MR. RYLAND: Yeah.

25 I mean, it's been very consistent

1 since I've been in the Bureau that that does seem to
2 occur. Basically the way we handle it is our
3 members will walk the floor and then walk the
4 interior and exterior of the building. There's no
5 set routines, no set patrol, per se.

6 And then security also have roving
7 detail. They go to the garage. And then if we are
8 - once - they notify us and Chester at the same time
9 basically. We then will meet and go. Chester or
10 the city will come out and, based on the
11 circumstances, one or two of us will investigate
12 and -.

13 MR. DERMODY: So, the security that's
14 patrolling the garage, you don't know how frequently
15 that's done, what type of a basis?

16 MR. RYLAND: No.

17 MR. DERMODY: How often they're out
18 there checking the cars?

19 MR. RYLAND: I don't know their
20 regularity. I know it's consistent. It's all the
21 time. They have a constant rover, they would call
22 it, that's out there.

23 MR. DERMODY: And who would intervene
24 before the Chester City could get there?

25 MR. RYLAND: Well, so if Chester was

1 close and they got the call, they were right there,
2 they might beat us, but yes, we don't wait. We go
3 right to the incident, and then from there handle
4 it.

5 MR. DERMODY: Thank you.

6 MS. SMYLER: Just as a follow-up, is
7 that - even if it's the external, where Chester has
8 Primary jurisdiction, you would still go to external
9 site?

10 MR. RYLAND: Yes. So, that's why I
11 say we're - if they need us, we just go because
12 we're right there on the scene. And then once we're
13 there amongst jurisdiction, we discuss who's more
14 appropriate to handle it. Yes, but we always go -.

15 MS. SMYLER: All right.

16 Thank you.

17 PRESIDING OFFICER: Any further
18 questions?

19 MS. SMYLER: No. But after reading
20 all these graphs and reports, I may after I review
21 them all but not now.

22 PRESIDING OFFICER: Mr. Mustio, any
23 questions?

24 MR. MUSTIO: No questions.

25 PRESIDING OFFICER: If Mr. Armstrong's

1 finished, you're excused.

2 ATTORNEY ARMSTRONG: Thank you,
3 Sergeant.

4 MR. RYLAND: Thank you.

5 ATTORNEY ARMSTRONG: Director, OEC
6 would like now to call Michael Wilbur.

7 PRESIDING OFFICER: Good morning.

8 ---

9 MICHAEL D. WILBUR,
10 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
11 HAVING FIRST BEEN DULY SWORN, TESTIFIED AND SAID AS
12 FOLLOWS:

13 ---

14 DIRECT EXAMINATION

15 ---

16 BY ATTORNEY ARMSTRONG:

17 Q. Mr. Wilbur, for the record, can you state
18 your full name and spell your last name?

19 A. Michael David Wilbur, W-I-L-B-U-R.

20 Q. And with whom are you employed?

21 A. Pennsylvania Gaming Control Board.

22 Q. And what is your title?

23 A. I'm with the Pennsylvania Gaming Control
24 Board, Casino Compliance Supervisor assigned to
25 Harrah's Philadelphia.

1 Q. And for how long have you been in that
2 position?

3 A. I've been with the Bureau of Casino
4 Compliance as a supervisor at Harrah's since August
5 of 2015.

6 Q. And can you describe for the record what
7 your duties and responsibilities are?

8 A. Provide onsite supervision for casino and
9 combined representatives and technical field
10 representatives at Harrah's Philadelphia. And with
11 that we establish liaison and a working relationship
12 with law enforcement, casino property management
13 PGCB assigned to Harrah's, participate in
14 surveillances, searches and seizures when required
15 in order to accomplish investigative needs and
16 maintain the security of the gaming facility.

17 We regulate activities, the gaming of
18 slot machines, table games, storage book, cashier
19 casing areas, count rooms and voucher redemption
20 kiosks.

21 We investigate patron complaints, unusual
22 or suspicious activity on the casino floor,
23 submission of currency transaction reports,
24 suspicious activity reports for Title 31 compliance.
25 We also investigate reports of state exclusions and

1 self-exclusions, enforce compliance with all PGCB
2 regulations, casino policies and casino internal
3 controls. I also supervise all record storage and
4 the submission of reports.

5 Q. And can you describe the role of the
6 Bureau of Casino Compliance at the licensed
7 Pennsylvania casino?

8 A. The regulatory review and oversight at
9 Harrah's Philadelphia Casino and Racetrack, all my
10 staff are familiar with the board's regulations.
11 And Harrah's Philadelphia internal controls. The
12 BCC staff ensures that all Harrah's Philadelphia
13 staff complies with all the Board's regulations and
14 Harrah's Philadelphia Casino and Racetrack's
15 internal controls.

16 BCC staff ensures that employees of
17 Harrah's Philadelphia and casino racetrack are
18 properly licensed. Our staff conducts real time,
19 24/7, observations and historic reviews of all
20 Harrah's Philadelphia processes.

21 Q. And can you describe the type of access
22 the Bureau of Casino Compliance has within Harrah's
23 Philadelphia, for such as the surveillance report?

24 A. We have full access to the surveillance
25 room 24/7.

1 Q. And the count room?

2 A. Full access. And one of our staff
3 members is either present or observes every table
4 being counted.

5 Q. The central control computer?

6 A. We have full access and we monitor that
7 room, which is a highly secure room, via
8 surveillance from our office.

9 Q. And your interaction with the Department
10 of Revenue?

11 A. We act as a liaison and assist DOR with
12 facilitation of their duties in Harrah's ---- in
13 Harrah's Racetrack.

14 Q. And to your knowledge, are there any
15 issues with the connectivity regarding the central
16 control computer system at Harrah's Philadelphia?

17 A. None that I'm aware of.

18 Q. Was there ever a need for emergency
19 access?

20 A. Occasionally there may be an alarm,
21 maintenance issues, repairs, emergency situations.

22 Q. Does the Bureau of Casino Compliance
23 interact with Harrah's Philadelphia patrons?

24 A. Yes, we do.

25 Q. Do you respond to complaints?

1 A. Yes. We investigate all customer
2 complaints. And using our knowledge and the
3 resources available to us, we make the appropriate
4 decisions.

5 Q. And does the Bureau of Casino Compliance
6 conduct self-exclusion intakes?

7 A. Yes, we do at the facility. And we also
8 conduct intakes for voluntary credit suspension.

9 Q. Can you describe the relationship between
10 the Bureau of Casino Compliance and the Pennsylvania
11 State Police?

12 A. Excellent. We work out of the same
13 office and we see each other on a daily basis.

14 Q. Can you describe the relationship between
15 the Bureau of Casino Compliance and Harrah's
16 Philadelphia staff?

17 A. Good.

18 Q. Does Harrah's Philadelphia -
19 Philadelphia's staff have been cooperative in
20 compliance - in compliance reviews conducted by the
21 Bureau of Casino Compliance?

22 A. Yes. They provide us with any
23 information or document - documentation that we need
24 in a timely manner.

25 Q. Are the regulatory issues at Harrah's

1 Philadelphia comparable to the regulatory issues
2 found at other Pennsylvania casinos?

3 A. I'd say yeah. There's nothing remarkable
4 - any other issue from any other casino. Everything
5 is entirely familiar and the same with all the other
6 casinos.

7 Q. And finally, do you know of any issues or
8 concerns that would negatively impact Harrah's
9 Philadelphia's suitability for continued licensure?

10 A. No, I do not.

11 Q. Now, aside - and this isn't part of our
12 preparation for today, but to your knowledge, has
13 there been recent changes in data in regard to
14 children left in cars and in parking garages in
15 particular?

16 A. They've updated a few things, but
17 basically they've - there are internal controls that
18 they've had in place for a while. It's been fairly
19 strict all along. They do constant training with
20 security, in particular. And all their employees
21 get training about what to do when they see
22 unattended children.

23 Q. Do they have 24/7 coverage in the
24 parking yards?

25 A. Yes, they do. There's always a - at

1 least one security guard that rides the entire
2 parking garage area 24/7.

3 Q. Okay.

4 Thank you. I have no further questions.

5 PRESIDING OFFICER: Mr. Schrier,
6 anything?

7 ATTORNEY SCHRIER: Nothing further for
8 Mr. Wilbur. Thank you.

9 PRESIDING OFFICER: Commissioner, any
10 questions for Mr. Wilbur?

11 Okay.

12 ATTORNEY ARMSTRONG: Director, the OEC
13 would like to call (BIE) investigator Jerry
14 Ferriola.

15 PRESIDING OFFICER: Good morning.

16 ---

17 JENNADI "JERRY" FERRIOLA,
18 CALLED AS A WITNESS IN THE FOLLOWIGN PROCEEDING, AND
19 HAVING BEEN PREVIOUSLY SWORN, TESTIFIED AND SAID AS
20 FOLLOWS:

21 ---

22 DIRECT EXAMINATION

23 ---

24 BY ATTORNEY ARMSTRONG:

25 Q. Mr. Ferriola, for the record, please

1 state your - state and spell your full name?

2 A. Jerry Ferriola, F as in Frank,
3 E-R-R-I-O-L-A.

4 Q. Jerry is a nickname. Can you spell your
5 proper name?

6 A. My given name is Jennadi, J-E-N-N-A-D-I.

7 Q. Thank you.

8 With whom are you employed?

9 A. I'm an investigator with the Pennsylvania
10 Gaming Control Board, BEI.

11 Q. What is your present title?

12 A. I'm currently a Case Agent assigned to
13 Harrah's Philadelphia Casino.

14 Q. And for how long have you been employed
15 by the BIE?

16 A. I've been employed by the Bureau since
17 October of 2006, and was promoted to Case Agent in
18 June of 2015.

19 Q. And what are your responsibilities as an
20 investigator in the BIE?

21 A. I conduct financial background
22 investigations of individuals and/or companies who
23 wish to conduct business with or participate in
24 gaming activities in the Commonwealth of
25 Pennsylvania. I also conduct miscellaneous

1 investigations pertaining to potential regulatory
2 violations at Harrah's Philadelphia.

3 Q. In your professional capacity, have you
4 been deeply involved in the investigation of
5 Harrah's Philadelphia's Renewal Application?

6 A. Yes, I have.

7 Q. When did the BIE begin its renewal
8 investigation of Harrah's Philadelphia?

9 A. The renewal investigation has been an
10 ongoing process since it was assigned to me on
11 October 2nd of 2019.

12 Q. Could you describe the scope of the
13 investigation?

14 A. After reviewing the policy for renewal
15 investigation, I review the applications and send
16 the correspondence to the Applicants, requesting
17 supporting documentation related to the
18 investigation. This includes extensive financial
19 documentation, family history, military history,
20 criminal and/or civil litigation and potential
21 bankruptcy and lien information. I also conduct
22 numerous database searches to verify the Applicant's
23 credit history, criminal history, education,
24 residence history, travel history, PGCB regulatory
25 enforcement actions, special conditions, gaming

1 licenses, references and federal and state tax
2 compliance.

3 I then arrange a meeting with the
4 Applicant to review all the requested documents and
5 conduct an interview to review the application and
6 supporting documents to ensure all information is
7 complete and correct. And once the investigation is
8 complete, I prepare a report of the investigation.

9 Q. Did you review the Renewal Applications
10 filed by Harrah's Philadelphia and its principals,
11 its principal entities and affiliates?

12 A. Yes, I have.

13 Q. Has the investigation conducted criminal
14 history, civil litigation history, tax clearances
15 and other types of checks?

16 A. Yes.

17 Q. Has Harrah's Philadelphia Casino and
18 Racetrack personnel been cooperative during the
19 investigation?

20 A. They've been a hundred-percent
21 cooperative.

22 Q. Is the investigation complete?

23 A. yes. To this date - to this date it is,
24 but it's obviously an ongoing effort for the entire
25 process -.

1 Q. And did the BIE discover any areas of
2 interest during the course of the investigation?

3 A. No.

4 Q. Did the BIE discover any areas of concern
5 during the course of the investigation?

6 A. No, not at all.

7 Q. Finally, did the BIE discover anything
8 during the course of the investigation that would
9 preclude a finding of suitability for Harrah's
10 Philadelphia Casino and Racetrack?

11 A. No.

12 Q. Thank you. I have no further questions.

13 PRESIDING OFFICER: Mr. Schrier?

14 ATTORNEY SCHRIER: Nothing from - from
15 me for Mr. Ferriola. Thank you.

16 PRESIDING OFFICER: Board members?

17 Okay.

18 MR. FERRIOLA: Thank you.

19 ATTORNEY ARMSTRONG: That's our
20 presentation, Director. We'd like to move OEC
21 Exhibits 1 through 6 into the record at this time.

22 PRESIDING OFFICER: Mr. Schrier, any
23 objection?

24 ATTORNEY SCHRIER: No objection.

25 PRESIDING OFFICER: Okay.

1 So moved.

2 ---

3 (Whereupon, OEC Exhibit 1, Data Compiled from
4 NIBRS and UCR System from January of 2015 through
5 May of 2021, was admitted.)

6 (Whereupon, OEC Exhibit 2, Document was
7 admitted.)

8 (Whereupon, OEC Exhibit 3, Document was
9 admitted.)

10 (Whereupon, OEC Exhibit 4, Document was
11 admitted.)

12 (Whereupon, OEC Exhibit 5, Document was
13 admitted.)

14 (Whereupon, OEC Exhibit 6, Document was
15 admitted.)

16 ---

17 PRESIDING OFFICER: That concludes our
18 presentation portion. As Mr. Schrier pointed out,
19 we had received one public written comment from
20 Senator Kane, which is moved into the record and
21 will be - and is on our Board website at this time.

22 So now we will move on to the public
23 comment portion of the hearing. As I call your
24 name, please come forward to the podium. And each
25 speaker should begin their remarks stating and

1 spelling your name for the record. And if you're
2 speaking on behalf of an entity, can you please let
3 us know who that is?

4 You're - so you're each allotted about
5 five minutes to share your comments. As you're
6 reaching the end of your five minutes, I'll signal
7 you so you know and you can wrap up.

8 So all those who have registered to
9 speak today or hope to speak today, if you could
10 stand and be sworn by the court reporter.

11 ---

12 (WHEREUPON, WITNESS SWORN EN MASSE.)

13 ---

14 PRESIDING OFFICER: And Senator Kane
15 is here with us today as well as having submitted
16 written comments. So, Senator Kane?

17 SENATOR KANE: Thank you. And I think
18 we're still good morning. And welcome to DelCo.
19 It's good to see you. My name is Senator John Kane.
20 I represent parts of Chester and Delaware Counties,
21 including the City of Chester, where we are now and
22 where Harrah's Philadelphia is located.

23 I am here in strong support of the
24 renewal of Harrah's Category 1 License to operate a
25 slot facility. Harrah's has been a part of our

1 community here in Chester since 2007. In addition
2 to being a great community partner, Harrah's has
3 become a critical part of the economy here in
4 Chester. Harrah's provides 900 jobs, including
5 almost 400 union jobs, and has generated over \$2
6 billion in taxes and fees to help fund city and
7 government operations here in Chester and across
8 Delaware County.

9 Beyond that, Harrah's employees have
10 been dedicated to our community, supporting non-
11 profits and organizations throughout our community.

12 Like all of us, Harrah's is coming off a difficult
13 year and facing a new series of challenges in light
14 of the pandemic. The Harrah's officers, directors
15 and employees have adapted complying with changing
16 regulations and helping our community recover from
17 Covid-19. I know Harrah's will continue to be an
18 important community partner, and I highly support
19 the Renewal Application. Thank you so much.

20 PRESIDING OFFICER: Thank you.

21 Our next speaker is the Mayor of
22 Chester, Thaddeus Kirkland.

23 MAYOR KIRKLAND: Good morning. And
24 good morning to all the members of the PA Gaming
25 Control Commission. Especially good morning to a

1 couple of my former colleagues. It's good to see
2 you here as well, seeing you in Harrisburg and
3 welcoming you here to our great community and our
4 great City of Chester. Also, to the members of the
5 PA Legislature who might be present and Senator
6 Kane, to all of you a good morning.

7 First of all, please - please allow me
8 to welcome you all to this great city, our great
9 city, the City of Chester, the place that I have had
10 the pleasure of calling home all my entire life, 25
11 years.

12 Secondly, I would like to thank this
13 body for allowing me to address your concern of the
14 relationship, partnership and the true friendship
15 with Harrah's and Chester that has been nothing less
16 than fruitful down through the years.

17 Before being elected as Mayor of this
18 city in 2016 I had the honor of serving in the House
19 of Representatives some 24 years. While a member of
20 the House of Representatives, I was genuinely
21 concerned about the possible negative impact that a
22 gaming facility might have on a community like ours,
23 genuine concern.

24 I thought about out-of-control
25 gambling, the closure of homes and the breakup of

1 families. Well, Madam Chair, members of this body,
2 I was deeply and totally wrong. Since 2008,
3 Harrah's Casino has provided this city with an
4 influx of \$10 million plus annually to our general
5 budget. In 2014, they contributed \$2 million
6 annually in real estate taxes to the city's economy
7 and they provided one-half million a year in earned
8 income tax to our budget and our city. Oh, and
9 please let me not forget the numerous jobs and
10 career opportunities that have been created by this
11 casino being present here in this city. And now,
12 post pandemic, they are looking to hire even more
13 persons to Harrah's Casino.

14 We, as a city, have been able to
15 survive and thrive because of Harrah's Casino and
16 the gaming industry. This is why I and my fellow
17 colleagues on the Chester City Council support the
18 continuance of Harrah's Casino Racetrack
19 Philadelphia here in the Great City of Chester and
20 we hope that you're going to do the very same.

21 Thank you once again for this
22 opportunity to address this body, and please have a
23 great day. Thank you.

24 PRESIDING OFFICER: Thank you.

25 That is all of the government

1 representatives I have. Are there any other
2 governor - government representatives here today
3 that believe they registered to speak and I haven't
4 called your name?

5 Okay.

6 We will move on to our community
7 group. Our first speaker, Julie Avalos. And if I
8 mangle your name, I apologize ahead of time.

9 MS. AVALOS: Hello. Good morning. My
10 name is Julie Avalos. You did pretty good. It's
11 A-V-A-L-O-S. And I stand here as the Executive
12 director of the Domestic Abuse Project of Delaware
13 County and in support of Harrah's Casino.

14 The Domestic Abuse Project of Delaware
15 County, or as we call ourselves, DAP, is a domestic
16 violence 501(c)(3) nonprofit organization that
17 serves victims of domestic violence and those
18 impacted by domestic violence across the county -
19 across Delaware County.

20 We serve over 2,500 victims of
21 domestic violence through a series of support
22 services that we provide to residents in the county,
23 including a shelter for women and children, staff
24 attorneys that provide representation through the
25 protection from Abuse Order process, through Court

1 accompaniment and support through both criminal and
2 civil court process as well as therapy, mental
3 health and counseling services for those traumatized
4 by victim - by their victimization.

5 We do this as a nonprofit on behalf of
6 some of the most vulnerable citizens across the
7 county - across Delaware County. We could not do
8 this without the importance of strong partnerships
9 with entities like Harrah's. Harrah's has been a
10 huge support to us as a non-profit in this county.
11 One of the things that we do that we're really proud
12 of is we have a very large awareness effort across
13 the county bring awareness about domestic violence
14 and provide systems trainings to different entities
15 about the importance of how to best respond to
16 victims.

17 And one of the systems that we work
18 with is the police force. And Harrah's has been a
19 huger supporter of our trainings over the last
20 several years by providing, with no charge, space
21 for us to use their space within the casino to - to
22 train hundreds of police officers across the county
23 on an annual basis about the importance of
24 responding to domestic violence.

25 In addition, their employees have done

1 such things as donation drives for our clients,
2 dropping off donations to us to be able to provide
3 those that we serve as well as providing monetary
4 donations to the organization. So, again, as a
5 nonprofit, we're unable to do the work and impact
6 those that we serve without the - without the strong
7 community partners that we have. So, we're
8 definitely grateful for Harrah's for all that they
9 have done and will continue to do to help to support
10 the Domestic Abuse Project, as we serve those in
11 Delaware County. Thank you.

12 PRESIDING OFFICER: Thank you.

13 Jonathan King?

14 MR. KING: Good morning. My name is
15 Jonathan Abdur-Rahim King, J-O-N-A-T-H-A-N, capital
16 A-B-D-U-R, dash, R-A-H-I-M, K-I-N-G.

17 Thank you, members of the Pennsylvania
18 Gaming Commission. I am a board member of Delaware
19 County Literacy Council. I have been a board member
20 for 10 years. We are happy to celebrate the 14
21 years now that we have had our relationship with
22 Harrah's Casino.

23 Here at the Literacy Council we offer
24 free adult education services to people who want to
25 improve their reading, writing, math and English

1 language skills. Our adult students have goals of
2 getting jobs, passing the U.S. Citizenship Test,
3 going to a trade school or college and being active
4 members in the community. And we also help people
5 get their GEDs.

6 Since we've been partners with
7 Harrah's for ten years of having our event at the
8 casino, Harrah's has been a great treasure and
9 support to our organization. We have benefited from
10 the talented Harrah's staff who have volunteered on
11 our Board of Directors starting ten years ago by
12 Jeanette Perue. Joined - she joined our board ten
13 years ago, and ever since then Harrah's been a
14 supporting factor for us. Following her were Travis
15 Landon, Nicholas Capriotti, Charles O'Hala, and I
16 think presently we had Scott Love as our newest
17 board member.

18 These leaders shared their wisdom and
19 helped us connect with Harrah's. Harrah's was
20 generous was financial income support. We are
21 grateful to have had our annual event there for the
22 last four years, which we raised almost - most of
23 our money. This and a contribution over \$25,000
24 saved us the hospitality cost for having it there at
25 Harrah's. We have also received an additional

1 \$10,000 in other grants, sponsorships, gifts, basket
2 auctions, and et cetera.

3 Again, Harrah's has begun this
4 tradition of generosity as soon as they opened
5 Chester by funding us with a whopping \$38,000
6 collaborating training program with the Literacy
7 Council Workforce Investment Board to help local
8 residents and Harrah's new employees improve their
9 skills. I know we've received \$5,000 last month and
10 will see if there are any updates that I don't know
11 about to date.

12 In the past Harrah's staff had painted
13 lines in our parking lot, painted classrooms and
14 helped us improve our street side appearance with
15 new signs that we have out front now.

16 On behalf of the Board, as a member
17 for ten years and the staff, I recommend that
18 Harrah's Gaming License be approved. Thank you.

19 PRESIDING OFFICER: Donald Garfinkel?

20 MR. GARFINKEL: Jonathan did my
21 presentation, so -.

22 PRESIDING OFFICER: Okay.

23 That is the end of my community group
24 list. Are there any other representatives from
25 community groups who believe they're registered and

1 I have not called your name?

2 Seeing none, we'll move on to the
3 individuals. Vince Del Rossi?

4 MR. DEL ROSSI: Good morning,
5 everyone. My name is Vince Del Rossi. It's spelled
6 Del Rossi, D-E-L, R-O-S-S-I. My wife Nancy and I,
7 we have operated a business here, Health Mats, in
8 Chester for the last 51 years. Harrah's has been an
9 excellent customer of ours as well and there's been
10 an excellent relationship between the two parties.

11 I've heard a lot of things here, but
12 the key that I would key on, being in this city for
13 50 years, is the employment. To bring the people of
14 Chester a job is very important. I've heard the
15 employees - it's - you know, it's a struggle at this
16 time, as we all know, but that's the key. And I've
17 been here, like I said, 50 years, from the time it
18 was Sun Ship until it became Harrah's. And from
19 there, we've been a customer of theirs ever since.
20 And I would strongly ask the Council to renew their
21 license and - recognize the good work they've been
22 doing. Thank you.

23 PRESIDING OFFICER: Thank you.

24 Edward - it looks like collision, but
25 it's Collison.

1 MR. COLLISON: It's okay. It's been
2 happening for years.

3 My name is Edward Collison, C-O-L-L-I-
4 S-O-N. I am the president and owner of Collison
5 Company, Incorporated. We're a local Delaware
6 county electrical contractor. We've been at the
7 Harrah's site since 2004. We are the city
8 contractor with Local 654 IBEW. And since I spoke
9 approximately five years ago in favor of continuing
10 the license of Harrah's, I do so again today. We've
11 had a great working relationship with Harrah's since
12 we were fortunate enough to be on the initial
13 project, working - and thank you to the Pennsylvania
14 Gaming Control Board for the opportunity to work in
15 casinos, including Harrah's. We completed the
16 fourth casino and are currently working at Hollywood
17 in Morgantown. So, the opportunity for gaming in
18 the state has increased our business greatly, so
19 thank you. That's all I have.

20 PRESIDING OFFICER: Samuel Beegle?

21 MR. BEEGLE: Good morning. My name's
22 Sam Beegle, Beegle is B-E-E-G-L-E, and I'm the
23 President of the Pennsylvania Harness Horsemen's
24 Association or the PHHA. Since the last licensure
25 renewal of Harrah's Philadelphia, the PHHA has

1 worked hand-in-hand with track management, remote
2 harness racing, even during a global pandemic.
3 During this time we were able to create new and
4 innovative ways to market our product, the
5 magnificent standardbred horse. At Harrah's
6 Philadelphia we raced 150 days, from April until
7 December, which helps infuse not only the Harrah's
8 slots and gaming floor but the Philadelphia metro
9 economy as well as the great Philly area economics.

10 In regard to the reason we're here and
11 the subject of the hearing, we at the PHHA are very
12 enthusiastic in our support of this renewal of the
13 Gaming License for the racetrack and casino. Thank
14 you.

15 PRESIDING OFFICER: That is the end of
16 my list of any registered speakers. Is there
17 anybody here today that registered as an individual?

18 Seeing no one, Harrah's do you have
19 any closing remarks?

20 ATTORNEY SCHRIER: I do not have
21 anything further. Thank you.

22 PRESIDING OFFICER: OEC?

23 ATTORNEY ARMSTRONG: We have nothing
24 further at this time.

25 PRESIDING OFFICER: If either party

1 has a burning need to file a brief or a memorandum,
2 those are due to the Board Clerk by close of
3 business Wednesday, July 7th. I don't think you
4 will, but the opportunity is there.

5 The record will remain open until the
6 Board hears the matter at a later public board
7 meeting. I'll prepare a summary report of the
8 events today. This report, along with the
9 transcript and all submitted exhibits and other
10 documents, will be submitted to the full board for
11 its consideration and at its convenience will
12 schedule the matter to be heard at a future public
13 board meeting.

14 I want to thank all of you for coming
15 today and participating. I'd like to thank the
16 staff here at the City of Chester as well for their
17 cooperation and providing a space for us today to
18 hold this hearing.

19 The hearing is now concluded and
20 adjourned. Thank you.

21 * * * * *

22 HEARING CONCLUDED AT 12:00 P.M.

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CERTIFICATE

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I hereby certify that the foregoing proceedings, hearing held before Presiding Officer Lloyd, was reported by me on 6/30/2021 and that I, Samantha Sennett, read this transcript and that I attest that this transcript is a true and accurate record of the proceeding.

Dated the 26 day of August, 2021

Samantha Sennett
Samantha Sennett,
Court Reporter