A N N U A L REPORT 2019 - 2020

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VISION Statement

The goal of the Pennsylvania Gaming Control Board is

to be the premier gaming regulator in the United States,

maintaining and enhancing public trust with

honesty, integrity and credibility.

MISSION Statement

The Pennsylvania Gaming Control Board, guided by the Gaming Act and supported by a dedicated professional staff, will protect the interest of the public by ensuring the integrity of legalized gaming through the strict enforcement of the law and regulations, the licensing of qualified individuals and entities, and fulfilling the objectives of legalized gaming in the Commonwealth to deliver a significant source of revenue, assist the horse racing industry, provide broad economic opportunities and enhance tourism.

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Board Members



Denise J. Smyler Board Member Designated by the Governor



David M. Barasch Chairman Designated by the Governor



Obra S. Kernodle IV Board Member Designated by the Governor



Dante Santoni, Jr. Board Member Designated by the Minority Leader of the House of Representatives



T. Mark Mustio Board Member Designated by the Speaker of the House of Representatives



Merritt C. Reitzel Board Member Designated by the President Pro Tempore of the Senate



Sean Logan Board Member Designated by the Minority Leader of the Senate



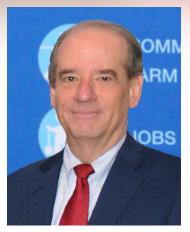
The Honorable C. Daniel Hassell Ex-Officio Member Secretary of Revenue



The Honorable Joe Torsella Ex-Officio Member State Treasurer



The Honorable Russell C. Redding Ex-Officio Member Secretary of Agriculture



David M. Barasch

CHAIRMAN'S Message

To describe Fiscal Year 2019-2020 as different would be a massive understatement. The health and safety restrictions needed to fight the COVID-19 pandemic were debilitating for Pennsylvania's land-based gaming industry. This led to significant revenue loss and temporary unemployment for thousands of industry workers.

However, there was some good news, in large part due to legislative action that allowed legalized gaming to expand beyond casino walls. The launch of online casino-type games and sports wagering that occurred in early- and mid-2019 grew rapidly and provided patrons of legal gambling to gain a new outlet beyond the casinos.

Using audio and video conferencing technology, the Gaming Control Board did not miss or postpone a single public meeting during this period of pandemic restrictions. Thus, the Board was able to continue to make important and timely decisions that kept gaming expansion moving forward.

I would like to take this opportunity to publicly acknowledge the extraordinary efforts made by Gaming Control Board staff, who continued to carry out their responsibilities with dedication, intelligence and speed in the face of very challenging work conditions. Their efforts included not only working to get the casino industry back up and running again but continuing to grow Pennsylvania's successful gaming market outside of the brick-and-mortar facilities. These efforts made it possible for significant state tax revenue to be generated, despite a highly adverse business climate.

We anticipate that Fiscal Year 2020-2021 will see continued growth with the opening of several new casinos and additional online gaming. We are confident that the Pennsylvania Gaming Control Board is well-positioned to manage these additions, as we remain one of the nation's leading gaming regulators.

It continues to be my honor to serve the citizens of Pennsylvania as Chair of the Gaming Control Board, and I look forward to working with my Board colleagues and our outstanding and dedicated staff.

David M. Barasch Chairman



Kevin F. O'Toole

EXECUTIVE DIRECTOR'S Message

Thank you for taking the time to review this annual report and find out more about the important and growing work of the Pennsylvania Gaming Control Board ("PGCB").

There were great challenges for our agency staff, and the gaming industry during the 2019-2020 Fiscal Year due to the COVID-19 pandemic. Closures of all Pennsylvania casinos for several months led to a significant reduction in revenues from which the PGCB draws its operating expenses. Thus, the PGCB was forced to adopt cost cutting measures including temporary leave for employees, most significantly those staff whose work is entirely within the casinos. However, with the start of the reopening of the casinos in June, much of the agency's employee compliment had returned to work by the close of the fiscal year, albeit many via tele-working.

Even during the multi-month retail shutdown, staff was very busy as new and additional roll-outs were conducted for both casino-type and sports wagering online systems. During the 2019-2020 Fiscal Year, casino-type online gaming expanded from 8 to 10 operators, while online sports wagering increased from 3 to 9 sites.

Prior to the pandemic, the new Video Gaming Terminal ("VGT") market at qualified truck stops was launched and as the fiscal year ended, 28 establishments were offering VGTs with many more planned during the next fiscal year.

No matter the scope of the work, we first and foremost represent the public and their interests. If you ever have any comments on the Commonwealth's casino industry, I invite you to contact us via e-mail at pgcb@pa.gov.

Kevin F. O'Toole Executive Director

What is the gaming landscape today in Pennsylvania?

To say that Fiscal Year 2019/2020 was unusual would be an understatement. Going into the fiscal year the Pennsylvania Gaming Control Board (PGCB) anticipated numerous new gaming openings. The launch of the first Interactive Gaming (iGaming) site offering slot machines and table games was in July 2019 and was followed by 8 more launches throughout the fiscal year. Sports wagering, already up and running at the start of the fiscal year saw additional launches for both retail Sportsbooks in casinos (4 new) and online sites (6 new). The Board also undertook the launch of Video Gaming Terminals (VGT's) at qualified truck stops in locations throughout the state. By the end of the fiscal year, there were 28 VGT establishments operating across the Commonwealth.

What the PGCB did not anticipate in the Fiscal Year 2019/2020 was the emergence of the worldwide pandemic of COVID-19. This pandemic tested both the Gaming Control Board and the gaming industry in ways never anticipated. For example, in March 2020, in-person retail gaming activity was suspended at all 12 casinos in Pennsylvania. That suspension of gaming activity lead to the layoff or temporary furloughing of thousands of casino workers, the loss of millions of dollars in tax revenue and, as casinos began to carefully re-open in June 2020, a new normal for in-person gaming operations. These closures and reopenings occurred under the watchful eye of the Gaming Control Board which, in May 2020, released extensive protocols to be undertaken by casinos prior to permitting patrons back into the facilities.

Casinos continue to be the backbone of the gaming industry in Pennsylvania with six Category 1 facilities (casinos with horse racing), four Category 2 facilities (casinos without horse racing) and two Category 3 facilities (located at qualified resorts). During the upcoming fiscal year, a fifth Category 2 facility is expected to begin operations in the City of Philadelphia. For detailed information about each Pennsylvania casino, see pages 16-28.

While pandemic restrictions delayed construction for a period of time, movement toward the opening of the first **Category 4 Satellite Casinos** progressed in Fiscal Year 2019/2020. While one project was denied a license by the PGCB and another delayed construction due to siting issues, three of the facilities are under construction with one slated to open in late 2020. More information, along with photos, on the Category 4 Satellite Casinos can be found on page 29.

The loss of casino revenue for a period of time due to the COVID-19 closings enabled additional growth in the new **iGaming** market which saw its steady ramp up of revenue be accelerated during the second half of the fiscal year. For detailed information on the iGaming market, see page 10.

Sports Wagering got off to a strong start in Fiscal Year 2018/2019 and continued to pick up steam in Fiscal Year 2019/2020. By the end of the fiscal year there were 13 retail sites at casinos or off-track betting facilities and 9 online sites. The temporary closure of the retail operations along with the stoppage of almost all major sports drastically effected sports wagering revenue. But, by the end of the fiscal year with casino-reopenings and major sports returning, sports wagering

revenue had begun to return to previous levels. For more information on the sports wagering market, see page 11.

The first **Video Gaming Terminals** at qualified truck stops made their appearance in August 2019 and continued to expand. During Fiscal Year 2019/2020, the PGCB received a total of 32 applications to locate VGT's at qualified truck stop establishments, and by the end of the fiscal year 28 of those were in operation. The Gaming Control Board continues to receive applications for additional establishments and anticipates many more VGT establishments to be open in the coming fiscal year. For information about the VGT market, see page 9.

Fantasy Sports Contests completed their second fiscal year of regulation by the PGCB and, while seeing opportunities for play greatly reduced due to the COVID-19 shutdown of major U.S. sports, still produced \$20 million in revenue from nine Fantasy Contest Operators. Information on Fantasy Sports Contests can be found on page 12 of this report.

The Work of the Pennsylvania Gaming Control Board

The Pennsylvania Gaming Control Board (PGCB) is an independent state agency that regulates legalized gaming in the Commonwealth of Pennsylvania. This includes retail casinos and sportsbooks, online casino-type gaming and online sports wagering, video gaming terminals at truck stops and fantasy sports contests.

Created by the Pennsylvania Race Horse Development and Gaming Act of 2004, over the years the duties of the Gaming Control Board have expanded but its mission has always remained the same – to protect the interests and safety of the non-gaming and gaming public.

To fulfill the mission and these responsibilities, the PGCB consists of 9 Bureaus and Offices with approximately 300 employees and a budget of \$40 million (see page 14). These employees interact with the public, the gaming industry, public officials and various other constituencies from within Pennsylvania and outside the Commonwealth.

Employees by Bureau/Office	June 30, 2020
Commissioners	7
Executive Office	7
Administration	34
Investigations & Enforcement	78
Casino Compliance	120
Licensing	21
Hearings & Appeals	4
Chief Counsel	12
Gaming Operations	14
Total	297

This year tested the PGCB employee's ability to respond to changes in the gaming industry like none other in the past. It became clear in March 2020 that COVID-19 would change not

only how the casino industry worked but also how the PGCB would respond to the challenges the pandemic presented. With some PGCB employees placed on emergency pandemic leave and others teleworking, directors and employees quickly adapted, and work was able to continue seamlessly. Starting in June 2020 many employees on emergency pandemic leave gradually returned to active status as retail casinos re-opened. Unfortunately, not all employees are back to work and the PGCB continues to monitor the situation to return employees as the operations allow.

Regulating a Growing Market

From the beginning, the PGCB's charge has been to ensure the integrity of gaming in the Commonwealth. To do that, the PGCB developed regulations and licensing processes that guarantee a high level of oversight. The PGCB built an effective system to make sure that all aspects of gaming are operated appropriately and legally.

Staff continually assess its work and processes, seeking ways to improve, be more efficient and to fully execute the PGCB mission to protect the interests of the public and ensure integrity in legalized gaming.

Public Contact: Most contact with the gaming public comes through interaction at casinos with the PGCB's Casino Compliance Representatives. Casino Compliance staff monitor the gaming floors of all Pennsylvania casinos, 365 days a year. During this fiscal year, PGCB staff also began monitoring sports wagering, internet casino-type games and VGT establishments. With COVID-19 and suspension of gaming in casinos, the PGCB saw an increase in online gaming. This increase also brought an increase in online casino patron questions and concerns which are brought to our staff's attention either by phone or email. Each complaint, whether taken online or inperson, is investigated, and the outcome of the complaint is provided to the patron.

In Fiscal Year 2019/2020, PGCB staff assessed, reviewed and investigated almost 800 patron complaints, signed up over 1,000 individuals to the Self-Exclusion Program (see page 8) and provided problem gambling information to thousands of people. In addition, staff scrutinized all aspects of the gaming floor and back-of-house operations for any regulatory violation and monitored online activity from each iGaming certificate holder and iGaming operator.

Casino Compliance	FY 19/20
Daily Shift Reports	11,655
Office of Enforcement Counsel Referrals	1,076
Self-Exclusion Intakes	1,055
Responsible Gaming Reports	1,332
Slot-Tables Reports	13,536
Patron Complaints	793
Technical Field Representative Reports	4,644
Slot/ Table Games Delivery	470

During the first half of the fiscal year, Pennsylvania Gaming Control Board members and staff continued to engage the public thru public speaking opportunities. During the first half of the fiscal year, Board Members and Staff made over 30 presentations including but not limited to Lions Clubs, Rotary Clubs, Chambers of Commerce and Colleges. In the second half of the fiscal year, in-person speaking engagements stopped, however, video conferencing (i.e. Zoom) was used to continue to inform the public of the activities of the PGCB.

Licensing Work

The fiscal year saw a tremendous amount of activity with respect to licensing applicants and investigations.

After completion of thorough investigations, the PGCB approved two additional Category 4 licenses, one for Stadium Casino Westmoreland RE, LLC (The Cordish Companies) for a project in Westmoreland County and one for Mountainview Thoroughbred Racing Association, LLC (Penn National) for a project in York County. At the same time, the PGCB rejected the application by Mount Airy #1 LLC for a Category 4 project in Beaver County.

Additionally, following an extensive investigation, the acquisition of Caesars Entertainment, which operated Harrah's Philadelphia Casino in Delaware County, by Eldorado Resorts was approved in February. This overall acquisition of properties nationwide created the largest gaming company in the United States.

Throughout the fiscal year the PGCB investigated and issued full iGaming and Sport Wagering Operator Licenses to company's offering interactive websites for casino-type gaming and sports wagering.

As earlier mentioned, the PGCB approved the Commonwealth's first VGT Establishments for licensure paving the way for the opening of VGT gaming in the state. In all, more than 470 VGT Establishment employees were licensed by the PGCB along with the issuance of seven VGT Operator and 30 VGT Establishment licenses and the conditional licensing of another six VGT Operators and 21 VGT Establishments.

Staff analyzed and investigated more than 160 iGaming and Sports Wagering Gaming Service Provider applications and notifications to support interactive gaming and sports wagering activities.

In total, the PGCB issued more than 8,000 credentials to individuals working in varying aspects of the casino industry after each was investigated, to insure they meet the requirements of the Gaming Act. From a fiscal standpoint, the licensing work resulted in the processing of more than \$4.5 million in application and license fees.

Number of Applications:	FY 19/20
Received	8,632
Approved	8,117
Denied	22
Surrendered	146
Withdrawn	394
Revoked	4
Suspended	4

All of this work was aided by improvements in technology used by staff. For example, new this year was the development of a VGT Portal creating a one-stop-shop for existing and prospective VGT-related licensees to ensure the swift and correct receipt of required background materials.

Applications by Type:	Approved
Category 2	1
Category 4	2
Slot Machine Manufacturer	4
Table Game Manufacturer	1
Affiliate	49
Key Employee	63
Principal	203
Principal Entity	36
Gaming Level 2	881
Gaming Employee	4,641
Non-Gaming Employee	1,576
Certified/Registered Vendor, Vendor Affiliate, Employee, Gaming Related GSPS, VGTs	631
Slot Machine Manufacturer Designee	1
iGaming Manufacturer	5
iGaming Operator	3
Sports Wagering Operator	6
VGT Manufacturer	1
VGT Operator	8
VGT Procurement Agent Entity	3
Fantasy Operator	2
Total	8,117

Legal Matters and Hearings: Within the PGCB resides several legal offices that work independently of each other: The Office of Chief Counsel (OCC), the Office of Hearings and Appeals (OHA) and the Office of Enforcement Counsel (OEC).

The OCC provides legal counsel and advice to the PGCB on issues of policies and procedures including legislative proposals, administration, personnel, budget, operations, licensing and all other matters that may emerge in the course of regulating gaming. Additionally, the OCC serves as the PGCB's legal representative in various court proceedings, including appeals resulting from Board decisions.

Legal filings with the PGCB are received by OHA from many avenues including through the PGCB's electronic filing system, an important tool that permitted new filings to be accepted in a timely manner during the COVID 19 pandemic. OHA's web-based filing retrieval system was also continually updated to enable the interested public to look up filings and any accompanying documents. This increased use of online systems resulted in a decrease in the amount hard copies that needed to be printed and mailed. In addition to its work in accepting and making filings available, during the fiscal year the OHA's three Hearing Officers continued to hold hearings, many through its video conferencing system, along with holding a Category 4 Auction on Sept. 4, 2019

TYPES OF FILINGS FY 19/20

Petitions	321
Answers/Motions/Misc.	1,252
Enforcement Actions	156
Requests for Oral Hearing	41
Reports and Recommendations Issued	62
Exceptions	9
Disposed Hearing Files	32
Board Orders	766
OHA Orders	135
Total Orders Processed	901
Hearings Conducted by OHA	65
Records Certified to Courts	1
Requests for Documents	32

The Office of Enforcement Counsel ("OEC") is charged by the Act with ensuring the regulatory compliance, enforcement, and prosecution of all matters under the PGCB's jurisdiction. The OEC is a statutorily created independent office, whose duties include but, are not limited to: filing recommendations and objections on all licensing matters; providing advice and direction on background investigations, audits, inspections, and investigations of potential violations; initiating, in its sole discretion, proceedings for noncriminal violations; and petitioning the PGCB or Commonwealth Courts for certain relief as needed.

Between July 1, 2019 and June 30, 2020, the following statistics are attributed to OEC's regulatory oversight prosecutorial work:

Pre-Licensing

Background Investigation Reports	1,917
Gaming & Non-gaming Employee Legal Reviews	377
Recommendations of Application Denials	78
Petition Answers	358
Post-Licensing	
Enforcement Actions	761
Petition Answers	358
Financial Fitness Reviews and Institutional Investor Assessments	26
Consent Agreements	6
Consent Agreement Fines	\$350,000

During the fiscal year, the PGCB approved six Consent Agreements negotiated by OEC, resulting in \$350,000 in fines. Consent Agreements are the final product of an investigation conducted by PGCB staff into violations of law or regulations.

Investigations include, but are not limited to, review of video surveillance, interviews of those involved, accounting audits, and engineering analysis of machine operations. Investigations can be simple or very complex depending on the situation and may involve different bureaus. Investigations can also arise from a patron's complaint, audits by PGCB staff or Department of Revenue staff, and also through observations by PGCB staff on-site at each casino.

Casinos in Pennsylvania are also required to self-report any potential violation. In this scenario, once casino management becomes aware of a violation, they are required to report the violation to the appropriate PGCB staff. For example, if an underage individual gains access to the gaming floor, casino staff informs PGCB staff, typically Casino Compliance, and a compliance review commences to determine the circumstances of the case.

Additionally, through OEC's work, the PGCB placed 75 individuals on and removed 12 individuals from the Involuntary Exclusion list.

Involuntary Exclusions	Additions	Removals
Child Endangerment	22	
Theft	20	2
Cheating	17	3
Disorderly conduct	6	
Controlled Substance	3	
Counterfeit Currency	3	1
Assault	2	
Trespass	1	
Firearms	1	
Criminal Activity		1
Harassment		1
Underage		4
Total	75	12

Internal Controls, Equipment Testing and Regulatory Investigations

Within the fiscal year, the PGCB continued to develop and improve its processes and procedures to ensure that licensees are in compliance with the Gaming Act, Board regulations, and each license holder's internal controls. This ensures that licensee assets are safeguarded and preserves the integrity of gaming at all venues and internet-based systems licensed in the state.

Each year the PGCB also conducts a review of diversity efforts by licensees and provides a public report on these efforts based on goals set by the General Assembly to promote and ensure diversity in all aspects of the gaming activities. That report is available on the PGCB's website.

One of the primary ways the PGCB protects the public is through the inspection and testing of equipment used in all gaming. Licensees may not use slot machines, table games, internet-based games, sport wagering technology and other associated gaming equipment until it is approved by the PGCB.

To assure success in this area, the PGCB's Bureau of Gaming Laboratory Operations participated in many weekly calls/meetings with all operators and manufacturers launching interactive sports betting/casino sites within the Commonwealth. Staff worked diligently with the operators and manufacturers to ensure all testing and certifications were completed in a timely manner to meet launch goals and that all submissions complied with the technical requirements set forth in the Gaming Act, PGCB regulations and technical standards.

Gaming Laboratory	FY 19/20
Submissions Received	1,432
Paytables Reviewed	5,529
Approval Letters	2,151
Revocations	29
Interactive Products Reviewed	844
VGT Products Reviewed	57
Sportsbook Products Reviewed	300

In conjunction with equipment reviews, all gaming venues must have a written system of internal controls that describe its operating procedures in key departments such as finance, security, surveillance, table games and slots. Licensees are also required to train employees in the performance of their duties, including compliance with the Board's regulations and the licensee's system of accounting and internal controls.

With the expansion of additional forms of gaming this fiscal year, staff reviewed hundreds of new internal controls from gaming operators and began the process of conducting compliance audits associated with gaming expansion. The COVID-19 pandemic required staff to develop new and innovative ways to perform their regulatory oversight duties, including the use of videoconferencing for inspections and observations of gaming operations. These efforts helped ensure that new forms of gaming public during the pandemic and that land-based casino operations and video gaming terminals could restart as soon as county-by-county restrictions were lifted.

Gaming Operations	FY 19/20
Internal Control Reviewed	797
Table Games Submissions Reviewed	383
Compliance Audits Conducted	6
Slot Tournaments Reviewed	35
Retail Sports Book Openings	5
Online Sport Books Openings	5
I-Gaming Openings	9
Sports Wagering Operations	
Retail Sports Wagering Openings	5 (13 Total)
Online Sports Wagering Openings	6 (9 Total)
Sports Reviewed	56
Catalogs of Events and Wagers Reviewed	302
Wagering Types Reviewed	9,142
Risk and Trading Reports Reviewed	43
Integrity Monitoring Reports Reviewed	13
Promotions Reviewed	5,691

Office of Compulsive and Problem Gambling

Problem gambling–or gambling addiction–includes all gambling behavior patterns that compromise, disrupt or damage personal, family or vocational pursuits. Like other addictions, problem gambling is both treatable and preventable. Problem gambling is known as the "hidden addiction", however there are signs and symptoms that help to recognize the disorder.

Signs of problem gambling include increased preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, "chasing" losses, and loss of control manifested by continuation of the gambling behavior in spite of mounting, serious, negative consequences.

Recognizing that problem gambling can have serious consequences in the Commonwealth, the Board established the Office of Compulsive and Problem Gambling. The Board requires all gaming operators in Pennsylvania to develop and

Casino Self-Exclusion Intakes by Calendar Year

•	
2006	2
2007	182
2008	321
2009	589
2010	903
2011	1,263
2012	1,456
2013	1,582
2014	1,474
2015	1,567
2016	1,510
2017	1,446
2018	1,389
2019	1,489
2020 - As of June	382

comply with an approved compulsive and problem gambling plan. These plans contain operators' responsible gambling policies and procedures including a plan to train gaming employees annually on problem gambling, responsible advertising policies, and procedures to provide educational materials to casino patrons and online players.

The Board continues to maintain voluntary self-exclusion programs to assist individuals with gambling disorders in their path to recovery. The Board's Voluntary Self-Exclusion Programs assist individuals who recognize their gambling problem by providing them with the opportunity to ban themselves from Pennsylvania casinos, interactive gaming sites, fantasy contest sites and Video Gaming Terminal establishments. Beginning in the 2019/2020 Fiscal Year, Self-Exclusion enrollments and removals were now accepted online. Visit ResponsiblePlay.pa.gov to learn more about selfexclusion and other information from the Office of Compulsive and Problem Gambling.

Casino Self-Exclusion By Race - As of June 30, 2020

Caucasian	10,645
African American	2,512
Asian	1,274
Hispanic	513
Indian	216
Middle Eastern	193
Multi-Racial	42
Native American	15
Other	145

Self-Exclusion by Type - As of June 30, 2020

Retail Casino & Sports Wagering	15,555
I-Gaming	231
Video Gaming Terminals	91
Fantasy Contests	54





Video Gaming Terminals at Truck Stops

Fiscal Year 2019/2020 saw the first Video Gaming Terminals (VGT's) become operational on August 8, 2019 when a Rutter's Convenience Store on the Susquehanna Trail in York County launched five VGT terminals. This was followed on August 19, 2019 when VGT's at the Snow Shoe Travel Plaza just off exit 22 of Interstate 80 in Centre County also became operational.

A Truck Stop Establishment that wishes to offer VGT gaming must meet the following criteria: have a diesel island, selling an average of 50,000 gallons of diesel per month, at least 20 dedicated commercial parking spaces, a convenience store, be a PA Lottery Sales Agent and be on at least 3 acres.

Prior to offering VGT play to the public, an operator must complete an onsite inspection and meet minimum opening requirements. All operators must have individuals fully licensed by the PGCB and those individuals must have completed problem gambling training. Also, the VGT area must be separated from the rest of the establishment by a physical barrier with only one point of entry/exit and they must have camera surveillance coverage of the entire gaming area. The Department of Revenue also must conduct a coin test prior to live play to ensure that the VGT's communication to Central Control Computer System is confirmed. Additionally, copies of compulsive and problem gaming handouts developed by the Board must be displayed conspicuously and posted, along with signs containing the phrase, "If you or someone you know has a gambling problem, help is available. Call 1-800-GAMBLER.".

By the end of the fiscal year, there where a total of 28 facilities in 18 counties offering 140 VGT's at truck stops. Additionally, there were eight facilities that were licensed but had not opened by the end of the fiscal year. In addition to the licensed establishments by the end of the fiscal year there were also seven VGT Terminal Operator approved for licensure. Collectively, there are over 450 individuals licensed/ permitted/registered at that these facilities.

The 28 operating facilities generated almost \$6 million in revenue while paying \$2.6 million in state tax and an additional \$600,00 in tax to benefits local project across the state in the fiscal year.

VGT's where not immune to the COVID 19 pandemic. 27 facilities closed their VGT rooms in mid-March and did not reopen until each county in which they were located entered into the designated green phase (mostly June).

VGT Revenue/Tax Generated in FY 19/20

VGT Terminal Operators	Gaming Revenue	State Tax	Local Share Tax
FY19/20	\$6,798,123	\$2,855,211	\$679,812
Marquee by Penn	\$5,637,401	\$2,367,709	\$563,740
Commonwealth Gaming	\$1,160,721	\$487,503	\$116,072



Internet Gaming

Fiscal Year 2019/2020 saw the first internet-based casino-style games (I-Gaming) become operational in July 2019 By the end of the Fiscal Year on June 30, 2020 there were a total of eight online operators with 10 internet websites available to individuals within Pennsylvania.

Prior to opening, each internet-based casino operator had to demonstrate the ability to offer internet gaming in an environment that is secure, offers protection for the consumer, offers games that have passed regulatory standards, and follow internal controls for all aspects of their operations.

Staff from the Gaming Control Board worked with each internet gaming provider to insure they met all regulatory requirements through a number of predesigned steps: the licensure of all appropriate organizations and individuals; testing of all computer equipment used in the offering of online games; approval of software used for the games; the ensuring that problem gambling tools are in place; and, proper revenue reporting controls are being followed.

Each website is then checked to ensure it contains all information required per the Board's regulations such as

the PGCB licensed and regulated logo, responsible gaming information, and terms and conditions for promotions.

Finally, each provider had to demonstrate to Board staff, through a multi-day soft launch of live internet play, that the site was ready for the public on a 24/7 basis. The testing included the creation of patron accounts and enabling of a sufficient amount of play by the public in the live environment to ensure all games were functioning properly. Also, the operators were required to demonstrate that the public has easy access to problem gambling information, including selfexclusion information, and that game play limits are available and working properly. The Board staff also observed both the customer support operations during the testing period and the daily revenue audit process to ensure proper accounting controls were in place and followed.

The eight internet-based casino-style game operators generated almost \$240 million in revenue while paying \$97 million in taxes during Fiscal Year 2019/2020:

I-Gaming	FY 19/20
I-Gaming Revenue Total	\$240,894,852
I-Slots Revenue	\$153,639,304
I-Tables Revenue	\$62,605,637
I-Poker Revenue	\$24,649,910
I-Gaming Tax Total	\$97,200,855
I-Slots State Tax	\$52,237,363
I-Slots County Grants	\$19,973,110
I-Slot Local Share Assessment	\$11,050,009
I-Tables State Tax	\$8,764,789
I-Tables Local Share Assessment	\$1,252,113
I-Poker State Tax	\$3,433,037
I-Poker Local Share Assessment	\$490,434

I-Gaming Revenue/Tax Generated in FY 19/20



Sports Wagering

Fiscal Year 2019/2020 saw an increase in both retail and online sports wagering offered in Pennsylvania. The number of retail locations increased from eight in Fiscal Year 2018/2019 to 13 in Fiscal Year 2019/2020 while the number of online sports wagering sites increased from three sites to nine in that same time period.

With the addition of both new retail locations and online sports wagering sites, there was a corresponding increase in overall sports wagering handle (the amount wagered) and an increase in sports wager revenue (the amount taxed).

Staff from the Gaming Control Board worked with the sports wagering operators to insure they met all regulatory requirements through a number of predesigned steps. These include the licensure of all appropriate organizations and individuals; the testing of all computer equipment used in the offering of sports wagering; the review of the types of events and wagers offered to the public; the review of problem gambling tools; and, the review of revenue reporting procedures.

Finally, each sports wagering operator had to demonstrate to Board staff through a soft launch process that live sports wagering was ready to be offered to the public. For retail sports wagering, this included ensuring staff were adequately trained to offer sports wagering, the review of security and surveillance protocols, and the review of the implementation of policies and procedures designed to ensure compliance with internal controls. For interactive sports wagering, this testing included a review of the creation of customer accounts, the review of wagering activity by the public in a live environment to ensure all activity was functioning properly, and the review of problem gambling tools. Additionally, Board staff observed customer support activities during the testing periods and reviewed financial information to confirm proper accounting controls were in place.

Sports Wagering		FY 19/20	
Total Handle		\$2,285,095,482	
	Retail Handle		\$308,953,859
	Online Handle		\$1,976,141,623
Total Revenue		\$113,724,759	
	Retail Revenue		\$28,372,865
	Online Revenue		\$85,351,894
Total Tax		\$40,940,913	
	State Tax		\$38,666,418
	Local Share Tax		\$2,274,495

I-Gaming Revenue/Tax Generated in FY 19/20



Fantasy Sports Contests

The Gaming Control Board has regulatory oversight on the play of Fantasy Sports Contests in the Commonwealth. With that oversight, Pennsylvania residents that enter Fantasy Sports Contests are provided a fair playing environment and assured that each licensed operator meets standards set out in the law and Board regulations.

In particular, the Pennsylvania law requires licensed Fantasy Sports operators to offer contests to "beginners", thus excluding highly experienced players in this level of contests, while also prohibiting the use of "scripts" by participants which can impart unfairness in the play of fantasy contests. The licensing and regulation of the Fantasy Sports providers allowed for the calculation of revenue and taxes owed to the Commonwealth based upon entries made while the player is within Pennsylvania. That tax rate is 15% of the adjusted revenue, with the revenue going to the state's General Fund. A chart of operators licensed to conduct Fantasy Sports Contests in Pennsylvania and revenue for the Fiscal Year 2019/2020 is below.

FY19/20	Fantasy Contest Fees	Fantasy Contest Revenue	Fantasy State Tax
DraftKings, Inc	\$102,773,382	\$11,264,882	\$1,689,732
FanDuel PA LLC	\$91,661,999	\$8,920,385	\$1,338,058
JDAD, LLC	\$1,363,026	\$256,628	\$38,494
Starstreet LLC	\$1,915,637	\$200,769	\$30,115
Yahoo Fantasy Sports LLC	\$3,512,928	\$144,944	\$21,742
SportsHub Technologies	\$620,884	\$115,543	\$17,331
Full Time Fantasy Sports, LLC	\$109,750	\$14,131	\$2,120
Boom Shakalaka Inc.	\$7,770	\$2,643	\$396
Fantasy Draft LLC	\$927,660	-\$51,749	-\$7,762
Total	\$202,893,037	\$20,868,176	\$3,130,226

COVID-19 Impact on PA Gaming



The 2019 calendar year was record-setting for overall gaming revenue in the Commonwealth. But with the entry of the novel coronavirus COVID-19 into Pennsylvania and the significant restrictions required to manage the outbreak, including closures of all casinos, retail sportsbooks and video gaming terminals, Fiscal Year 2019/2020 resulted in an 18% downturn in gaming revenue. Overall, the approximate 2 ½ month closure subtracted \$265 million in anticipated tax revenue.

The closures also greatly affected employment in the industry with most of the 16,000 casino employees furloughed, while purchasing by the gaming industry was down during this period.

Additionally, many employees of the Gaming Control Board were placed on unpaid leave with others tele-working. At the same time, the Board continued its regulatory duties while holding all scheduled public meetings via teleconference.

There was positive news in Pennsylvania on the gaming front during the COVID-19 shutdown. Online gambling, which had been rolled out over the previous nine months, grew. As one of only three states in the country to offer online casino-type games during the nationwide COVID-19 shutdown of retail gaming, all online games, including sports wagering, was able to generate \$130 million in tax revenue to offset losses.

As conditions throughout the Commonwealth improved and the reopening of casinos was authorized by Pennsylvania's Governor, the Board desired to assure that re-openings occurred in a manner which promoted the safety of both casino patrons and employees, as well as assure an environment conducive to proper regulatory oversight. To that end, the Board published COVID-19 Reopening Protocols which reflected those concerns. The protocols and restrictions reflected the minimum requirements required to be fulfilled prior to re-opening the casino for gaming operations.

The reopening of Pennsylvania's 12 casinos, staggered based on the Governor's phased county reopening plan, commenced on June 9th and was completed with reopening of the last casino on July 17th.

PGCB Revenue and Expenditures

FISCAL YEAR 2019-2020

	Casino Operator Assessments	\$35,675,544		
	Restricted Revenue	\$5,000,000		
	Available			\$40,675,544
xpenditures	3			
Per	sonnel Expenditures			
	Salaries	\$20,135,251		
	Overtime	\$289,633		
	Benefits	\$14,116,297		
	Unemployment Compensation	\$652,097		
	Retirement Payouts	\$173,493		
	Total Personnel Expenditures		\$35,366,771	
Ope	erating Expenditures			
	Travel	\$219,015		
	Training	\$27,466		
	Utilities/Comm	\$247,496		
	Services	\$1,663,529		
	Rentals/Leases	\$1,827,071		
	Supplies	\$44,810		
	Equipment(NFA)	\$44,810		
	Inventory Expenses	\$15,228		
	Other Operating Expenses	\$1,135,338		
	Total Operating Expenditures		<u>\$5,299,890</u>	
Fixe	ed Assets			
	Software Licensing	\$8,883		
			\$8,883	

Ending Balance

\$0

Note: Expenditure figures as of August 5, 2020. Figures include accounts payable of \$200,000.

Public Meetings and Executive Sessions

The Pennsylvania Gaming Control Board (Board) convenes public meetings monthly to conduct its business and render decisions on applications, petitions and reports and recommendations. In order to complete its work timely and efficiently, the Board may convene more than one public meeting during a single month. It is customary for the Board to conduct an executive session the day prior to a public meeting for the purpose of discussing matters confidential under the state's Sunshine Law. An agenda is prepared for these executive sessions and the agenda is posted to the Board's website prior to that meeting. Additionally, the Board may consider matters that necessitate a hearing and these matters are conducted immediately prior to a scheduled public meeting. When the hearing is concluded, the Board's Chairman may call for an executive session to engage in quasi-judicial deliberations regarding the matters which were the subject of the hearing. A log of executive sessions held by the Board during fiscal year 2019-20, including reference to the agenda posted on the Board's website, is set forth below:

Pennsylvania Gaming Control Board - Executive Session Log Fiscal Year 2019-2020

7/9/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 7/10/2019.

7/10/2019

Quasi-judicial deliberation regarding a public hearing held on 7/10/19. See Agenda posted on Gaming Control Board website under "Meetings" Link to 7/10/19.

8/13/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 8/14/2019.

8/14/2019

Quasi-judicial deliberation regarding a public hearing held on 8/14/19. See Agenda posted on Gaming Control Board website under "Meetings" Link to 8/14/19.

9/3/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 9/4/2019.

10/1/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 10/2/2019.

10/29/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 10/30/2019.

10/30/2019

Quasi-judicial deliberation regarding a public hearing held on 10/30/19. See Agenda posted on Gaming Control Board website under "Meetings" Link to 10/30/19.

11/19/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 11/20/2019.

11/20/2019

Quasi-judicial deliberation regarding a public hearing held on 11/20/19. See Agenda posted on Gaming Control Board website under "Meetings" Link to 11/20/19.

12/17/2019

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 12/18/2019.

12/18/2019

Quasi-judicial deliberation regarding a public hearing held on 12/18/19. See Agenda posted on Gaming Control Board website under "Meetings" Link to 12/18/19.

1/14/2020

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 1/15/20.

1/15/2020

Quasi-judicial deliberation regarding a public hearing held on 1/15/20. See Agenda posted on Gaming Control Board website under "Meetings" Link to 1/15/20.

2/11/2020

See Agenda posted on Gaming Control Board Website under "Meetings" Link to 2/12/20.

2/12/2020

Quasi-judicial deliberation regarding a public hearing held on 2/12/20. See Agenda posted on Gaming Control Board website under "Meetings" Link to 2/12/20.

3/10/2020

See Agenda posted on Gaming Control Board website under "Meetings" Link to 3/11/20.

3/11/2020

Quasi-judicial deliberation regarding a public hearing held on 3/11/20. See Agenda posted on Gaming Control Board website under "Meetings" Link to 3/11/20.

3/31/2020

See Agenda posted on Gaming Control Board website under "Meetings" Link to 4/1/20.

4/28/2020

See Agenda posted on Gaming Control Board website under "Meetings" Link to 4/29/20.

5/19/2020

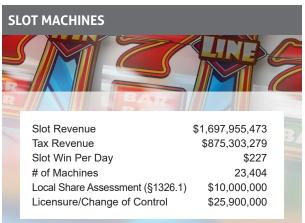
See Agenda posted on Gaming Control Board website under "Meetings" Link to 5/20/20.

6/9/2020

See Agenda posted on Gaming Control Board website under "Meetings" Link to 06/10/20.

Statewide











All Figures are as of June 30, 2020

Mohegan Sun Pocono



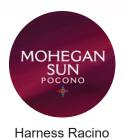
1280 PA-315 Wilkes-Barre, PA 18702 mohegansunpocono.com Plains Township 17

Luzerne County

As of June 30, 2020 810

Total Employment

272 Table Games Employees











Parx Casino



2999 Street Rd. Bensalem, PA 19020 parxcasino.com

Bensalem Township Bucks County As of June 30, 2020

1,605 Total Employment

726 Table Games Employees



Thoroughbred Racino









Harrah's Philadelphia Casino & Racetrack



777 Harrah's Blvd. Chester, PA 19013 caesars.com/harrahs-philly.com Chester City

Delaware County

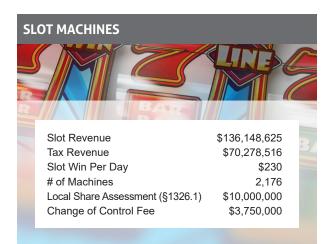
As of June 30, 2020

737 Total Employment

457 Table Games Employees



Harness Racino









Presque Isle Downs and Casino



8199 Perry Hwy. Erie PA 16509

presqueisledowns.com

Summit Township Erie County As of June 30, 2020 466 Total Employment

135 Table Games Employees



Thoroughbred Racino









Meadows Racetrack and Casino



210 Ractrack Rd., Washington, PA 15301 meadowsgaming.com

North Strabane Township Washington County As of June 30, 2020 606 Total Employment

184 Table Games Employees



Harness Racino







All Figures are as of June 30, 2020

Mount Airy Casino Resort



312 Woodland Rd.,

Mt. Pocono, PA 18344 mountairycasino.com Paradise Township Monroe County

As of June 30, 2020 987

Total Employment 310

Table Games Employees



Stand Alone Casino









Hollywood Casino at Penn National Race Course



777 Hollywood Blvd., Grantville, PA 17028 hollywoodpnrc.com East Hanover Township Dauphin County As of June 30, 2020 494 Total Employment

144 Table Games Employees



Thoroughbred Racino









Wind Creek Bethlehem Casino



77 Sands Blvd. Bethlehem PA 18015 windcreekbethlehem.com/ City of Bethlehem Northampton County As of June 30, 2020

1,398 Total Employment

528 Table Games Employees







Rivers Casino Pittsburgh



777 Casino Dr. Pittsburgh, PA 15212 riverscasino.com/pittsburgh/ City of Pittsburgh Allegheny County As of June 30, 2020

1,307 Total Employment

436 Table Games Employees









All Figures are as of June 30, 2020

Rivers Casino Philadelphia



1001 N. Delaware Ave. Philadelphia, PA 19125 riverscasino.com/philadelphia/ City of Philadelphia Philadelphia County Due to Covid-19 mandated restrictions, Rivers Casino Philadelphia was closed to the public at the end of the second quarter with a small management crew onsite. Once the mandated restrictions were lifted, the casino began the re-opening process (with Covid-19 precautions in place). The facility reopened on July 17, 2020 with a total of 813 active employees.











Valley Forge Casino Resort



1160 1st Ave., King of Prussia, PA 19406 vfcasino.com

Upper Marion Township Montgomery County As of June 30, 2020 558 Total Employment

177 Table Games Employees



Resort









Lady Luck Casino Nemacolin



4067 National Pike Farmington, PA 15437 ladylucknemacolin.com Wharton Township Fayette County As of June 30, 2020

887 Total Employment

58 Table Games Employees



Resort





Casino Construction

Much of the attention to Pennsylvania gaming expansion over the past two years has centered on wagering conducted online. At the same time, a significant expansion for retail wagering through the construction of new casinos will greatly change the landscape of legalized gaming in Pennsylvania.



ennsylvania.

OMING 2020

2

1

The largest project is Cordish Companies construction of a Category 2 Stand Alone Casino in Philadelphia. Located in the stadium district of the city, Live! Philadelphia Casino is expected to open in 2021 and will include 2,000 slot machines, 125 table games, sports wagering, a 240 room hotel and numerous eateries.

2

Construction on three Category 4 casinos, known publicly as "mini-casinos", have commenced. These facilities can have up to 700 slot machines, 50 table games and retail sports wagering. One of the properties, also licensed to the Cordish company and being construct in Westmoreland County, will be called Live! Pittsburgh Casino. Located in a former mall anchor store space, the project is expected to open in late 2020.



Two projects under construction are licensed to Penn National Gaming with, one being constructed in a former mall anchor store space in York County and the other as a stand along mini-casino in Berks County. There has been delays in construction of both properties due to COVID-19 with projected opening dates of late 2021. If you or someone you know has a gambling problem, help is available and it works Call 1-800-GAMBLER



Pennsylvania Gaming Control Board P.O. Box 69060 Harrisburg PA 17106 Phone: (717) 346-8300 Fax: (717) 346-8350 www.gamingcontrolboard.pa.gov

