

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: PUBLIC INPUT HEARING FOR WIND CREEK

BETHLEHEM'S LICENSE RENEWAL

* * * * *

PUBLIC MEETING

* * * * *

BEFORE: LINDA LLOYD, Presiding Officer
Frank Dermody, Commissioner
Frances J. Regan, Commissioner
Nedia Ralston, Commissioner

HEARING: Wednesday, July 31, 2024
10:32 a.m.

LOCATION: Bethlehem Town Hall
10 East Church Street
Bethlehem, PA 18018

Reporter: Jessica L. Ashman

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Pressley

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PRESIDING OFFICER: Good morning everyone. I am Linda Lloyd and I'm the Presiding Officer assigned by the Board to conduct this portion of the Category 2 License Renewal Hearing for Wind Creek Bethlehem, LLC.

Before we begin, if we could please turn off our cell phones or at least to vibrate so we don't interrupt the speakers. I want to inform everyone that today's proceedings are being recorded and live streamed to YouTube, and a video of the proceedings will be posted to the Board's website sometime today or tomorrow as well, if you want to go back and look at it a second time. To those with microphones, they are always on, so be cognizant of that, and please do use them so we can all hear you, it gets recorded properly, and the court reporter who is sitting at the end of our table here can hear you as well.

So with all of that, I call this hearing to order. The date is Wednesday, July 31st, 2024, and the time is about 10:33 and the location is the Bethlehem Town Hall, located at 10 East Church Street in Bethlehem, Pennsylvania. This is

1 the rescheduled Public Input Hearing that was
2 supposed to be held on June 27th, but due to a power
3 outage here at city hall and scattered all
4 throughout Bethlehem that day, the hearing was
5 continued and rescheduled for today.

6 The Pennsylvania Racehorse
7 Development and Gaming Act requires at Section 1326
8 that an operator's license shall be subject to
9 renewal by the Board every five years. The Act also
10 mandates at Section 1205 (b)(1)(I) of the Gaming Act
11 that the Board conduct a Public Input Hearing for
12 any license renewal application.

13 This hearing was advertised on the
14 Board's website, announced by the Board at public
15 meetings, and advertised in local newspapers as
16 required by the Act. The Board members present for
17 today's hearing are, to my right, Commissioner
18 Dermody and to my left, Commissioners Regan and
19 Ralston.

20 The hearing will begin with a
21 presentation by Wind Creek, Cross Examination of any
22 witnesses by our Enforcement Counsel, and any
23 questions that the Board members may have. The
24 Office of Enforcement Counsel (OEC) then make a
25 presentation again with any Cross Examination by a

1 do our best today to present to you a very nice
2 overview of the property and answer any questions
3 that you may have.

4 The property is situated on 126 acres
5 of the former Bethlehem Steel site. In 2007, the
6 property was the largest owned brownfield site in
7 the United States. The property opened in 2009 and
8 the casino floor covers over 150,000 square feet.
9 One football field is about a little bit over 55,000
10 square feet. So our casino floor is almost as large
11 as three football fields and has three main
12 entrances.

13 In 2019, Wind Creek Hospitality, also
14 known as PCI Gaming LLC, purchased the property for
15 \$1.3 billion and in 2023 completed \$160 million
16 expansion of our hotel and meeting space. Today,
17 our integrated resort property has over 2,300 slot
18 machines, 216 electronic table games, 143 live table
19 games and 20 poker tables, along with over 550
20 rooms, five restaurants, three bars and the largest
21 meeting space in the region. Wind Creek employs
22 over 1,600 team members.

23 I think it's important to talk a
24 little bit about Wind Creek Hospitality. Wind Creek
25 Hospitality is a company that focuses on their team

1 members and the community. We're a purpose and
2 values driven organization and we believe in
3 inspiring and empowering our team members every day.

4 A great demonstration of that
5 commitment to our team was during the COVID-19
6 closure where Wind Creek Bethlehem continued to pay
7 all of their team members, including covering 90
8 percent of their health benefits. They also
9 committed to - once reopened, followed through on
10 their promise to pay the quarterly incentive bonus
11 that the team members earned during the closure.

12 From a community standpoint, while
13 not obligated during the closure, Wind Creek paid
14 \$2.5 million in local share assessment tax.

15 Throughout today's presentation, you
16 will see many examples of the commitment Wind Creek
17 has to their team members and to the community. Our
18 sales, marketing and player development teams
19 continue to drive new business to Wind Creek
20 Bethlehem. With over 16,000 visitors on average per
21 day, we have a total of about 6 million visitors per
22 year and per our 2019 commitment to PGCB, we
23 completed a \$160 million hotel and convention center
24 expansion. In 2024 Wind Creek continued their
25 commitment to the property improvements and

1 enhancements with almost \$8 million in capital
2 projects. Construction on Starbucks has begun and
3 when concluded we'll begin construction on Moe's
4 Southwest and Auntie Anne's, which are all located
5 in our food court just off the casino floor,
6 totaling \$3.7 million.

7 Our high limit slot lounge refresh
8 and high limit slot room addition will create a spot
9 for our high-end guest that differentiates Wind
10 Creek Bethlehem from its competitors. The design
11 and architectural drawings are completed for both
12 projects so that we can begin the bidding process.
13 We anticipate high limit slot lounge to begin early
14 fall depending on lead times. And in the photos on
15 the slides you can see Starbucks, Auntie Anne's and
16 Moe's Southwest. The two pictures below that are
17 the renovation of our high limit slot lounge and the
18 bottom photo is just a snippet of what we think is
19 going to be a really very amazing high limit slot
20 lounge that will go off the casino floor.

21 We've also completed a \$1 million garage
22 lighting project which I will let Glenn speak to,
23 and our \$3 million casino floor carpet. Who thinks
24 carpet is \$3 million, not me, but when we bid it was
25 \$3 million. But that will enhance our offering and

1 align the casino floor with the newly renovated
2 spaces that you see on the slide. We anticipate the
3 carpet project to start sometime in Q1 of 2025.

4 The development of the remainder of
5 the 126 acres of our campus I think has been greatly
6 anticipated locally. A master developer has been
7 selected and we're currently working on feasibility
8 studies that will help to develop that vision. So
9 earlier in the presentation, I talked about it being
10 the largest brownfield in the country in 2007 when
11 Las Vegas Sands purchased it and built the casino,
12 hotel and parking garage along with retail. It is a
13 massive campus as you can see, and we've got PBS
14 studios on the campus, we've got ArtsQuest on our
15 campus and we're very excited to see what will come
16 as we continue to review what that looks like.

17 Quick overview of the casino floor
18 again, over 150,000 square feet of gaming space,
19 2,318 slot machines including our high limit slot
20 area, 143 live table games, 20 poker room tables,
21 two live dealer-assist electronic game stadiums with
22 216 terminals and our sportsbook which is operated
23 by Betfred.

24 In addition, Wind Creek over the last
25 year and a half or so, committed to and purchased

1 489 new slot machines at a cost of \$9 million. We
2 reconfigured our casino floor to be more
3 comfortable, giving more space in between machines
4 for guests. All of that, I think a product of COVID
5 and people just wanting to be a little further away
6 from each other than they were.

7 In 2022, we constructed a new poker
8 room at a cost of \$2 million. It includes 20 poker
9 tables for various skill levels, tableside massage
10 services, an upgraded lounge for guests and
11 complimentary beverage service. So you can see in
12 the photo to the right there, that is the newly
13 completed poker space which sits in the north end,
14 the furthest end of the casino from the entrance to
15 the right. Powered by Betfred our Sportsbook offers
16 in person and online betting. We have eight self-
17 service kiosks located within Sportsbook and we've
18 got betting on a variety of sports like football,
19 baseball, hockey, soccer, golf, boxing, MMA and
20 college sports.

21 We also offer food and beverage
22 service. And as you can see in the photo, there's a
23 21 panel TV screen in the back where you can sit in
24 those comfy blue loungers and watch multiple sports
25 at the same time. So it's really an amazing space

1 that we have.

2 Our AAA four diamond hotel, our hotel
3 now includes two towers which are connected. Our
4 South Tower which opened in 2011, we renovated in
5 2016 and our new north tower opened in May of 2023.
6 We offer a wide selection of room types from
7 chairman suites, presidential suites and executive
8 suites totaling 552 rooms. We're currently in the
9 budgeting and planning process of renovating our
10 south tower and hope to begin that in 2025.

11 As we continue the journey through
12 the property, we'll talk a little bit about our
13 nongaming amenities. The property includes five
14 restaurants with a newly added food and beverage
15 offering in our retail mall. Chop House is our fine
16 dining steakhouse. It's quite the experience for
17 foodies with an incredible selection of steaks and
18 seafood, amazing entree specials and some pretty
19 delicious desserts prepared in house by our pastry
20 chef. The service in Chop House is unmatched with a
21 team that has been with us for many, many years.

22 Urban Table is our upscale casual
23 restaurant which offers an eclectic menu with
24 delicious burgers, seafood, appetizers and very
25 creative specials each weekend. We're also very

1 lucky and I know Chanel, our director of HR, will
2 talk about our team, but I feel like when you look
3 around at every department in the building, you are
4 very lucky to see team members that have been there
5 five, ten and more years and we're lucky enough to
6 have that in our Urban Table as well.

7 Steelworks Buffet and Grill is our
8 all you can eat buffet and also serves ala cart
9 classic comfort foods.

10 Twisted Tees is new to our family and
11 is located on the lower level of the mall and
12 features an upscale pub fare along with local
13 beverages.

14 Chopstick is our authentic Asian
15 cuisine restaurant located on the casino floor and
16 it's well known with our customers and offers a
17 variety of Asian flavors.

18 The Market Gourmet Express is our
19 food court. It's a great quick service option for
20 our guests and it is open 24 hours a day serving
21 anything you can imagine from pizza to cheesesteaks.
22 Grab a coffee, salad, shakes, you name it it's got
23 it.

24 Bars and lounges. We have three bars
25 and lounges on property. Molten Lounge is a local

1 hotspot with live entertainment every Thursday,
2 Friday and Saturday and that would be the picture to
3 the top left. Our center bar is the center picture
4 on the slide. Coil is our center bar and it's in
5 the center of the casino and serves as a great
6 meeting spot for our guests offering tabletop poker
7 and circular bar. Mixx is our newest addition
8 located right off our hotel lobby. It's a very
9 distinguished and stylish bar offering a
10 sophisticated cocktail menu, live entertainment on
11 Fridays and Saturdays.

12 We have two different retail
13 offerings. Our W store, which you can see to the
14 left. It's a rendering of what it will look like.
15 Currently it's undergoing a \$2.1 million renovation
16 and it serves as our gift shop for the property.
17 When it's open, it'll have a very modern and open
18 concept and we're very excited to have that open
19 sometime in October.

20 Our outlet mall, which is also
21 attached directly to the food court, features
22 200,000 square feet of space and brands like Tommy
23 Hilfiger, Coach and Michael Kors. In addition, our
24 experiential offerings consist of Kids Quest, Cyber
25 Quest, Angry Jack's Axe Throwing, Twisted Tees

1 virtual sports simulators and all of this really
2 offers our guests another option in nongaming
3 amenities while they're at the property.

4 With a focus on health and fitness
5 Wind Creek Bethlehem has three brand new spaces for
6 our guests. This was all part of our construction
7 of our new tower that opened in May of 2023. Our
8 spa, which we would like to say rivals any spa in
9 New York and New Jersey, which I think we might be a
10 little biased, but it is beautiful. It totals over
11 14,000 square feet and to give you an idea that is
12 one entire hotel wing is 14,000 square feet. It has
13 about 30 rooms on it. So we took the top floor of
14 the hotel tower and turned it into just a really
15 beautiful spa featuring a full service salon, luxury
16 amenities like relaxation pools, infrared saunas and
17 aromatherapy rooms along with any spa treatment you
18 can really imagine.

19 The center photo is our fitness
20 center and a state-of-the-art equipment and truly on
21 the 15th floor, breathtaking views of the old
22 Bethlehem Steel campus and the iconic blast
23 furnaces. Our indoor pool is located on the second
24 level as well and has an amazing outdoor area with
25 views that are one of a kind.

1 Continue our journey through the
2 property. We have two great adult and family
3 entertainment options. The event center at Wind
4 Creek, which hosts over 90 shows a year. It can
5 accommodate 2,300 guests seated, 3,300 guests
6 general admission, and in 2024 we hosted acts like
7 Kevin Hart, John Legend, Jerry Seinfeld and past
8 acts we've hosted Britney Spears, Mariah Carey,
9 Janet Jackson, the Killers, Cardi B, Jay Leno, Chris
10 Rock and Luke Combs. So it's quite a lineup and
11 it's really an amazing addition to the property.

12 The photo to the right is our Kids
13 Quest and Cyber Quest. That's located on the lower
14 level of our outlet mall and gives guests the option
15 to see a show, dine or game while being able to keep
16 their children entertained in a safe and fun
17 environment. Kids Quest offers supervised
18 entertainment for children ages three to 13, while
19 Cyber Quest, which is adjacent, offers a family
20 friendly arcade experience.

21 We partnered with Kids Quest and
22 Cyber Quest as they are an experienced family
23 friendly arcade that specializes in casino
24 partnerships. They understand the importance of
25 giving our guests a responsible option for their

1 children. Their business model has been very
2 successful in their offerings for families that
3 visit our property.

4 The original property had about
5 14,000 square feet of meeting space. With our new
6 hotel tower and meeting space addition, we now have
7 over 60,000 square feet of meeting space and have
8 become the largest conference center in the region.
9 Our ballroom, as you can see to the top right photo,
10 is 24,000 square feet in itself, divisible by nine,
11 and we've generated over \$8 million in group
12 business in 2024. We've really been able to attract
13 weddings, state association groups, corporate and
14 nonprofit groups that frankly haven't been able to
15 host their meetings in Bethlehem.

16 We're very excited to bring new
17 tourism into the City of Bethlehem, and we know that
18 the groups have taken advantage of all there is to
19 offer in Bethlehem.

20 With that, I'd like to turn it over
21 to Chanel Mahone, our Director of Human Resources.

22 MS. MAHONE: Good morning. I'm
23 Chanel Mahone, the HR Director at Wind Creek
24 Bethlehem. I've worked for the property, for Wind
25 Creek for 14 years and I have been at the Wind Creek

1 Bethlehem property for a total of three years by the
2 way of Alabama. So if you hear the southern drawl,
3 then that's why. It's a pleasure to be here with
4 you today, to delve into the dynamic and enriching
5 culture of Wind Creek Bethlehem. In my
6 presentation, I will be highlighting some of our
7 most important initiatives and strategies that shape
8 our workforce and drive our success.

9 At Wind Creek we pride ourselves on
10 cultivating a culture that is inclusive, supportive
11 and driven by shared commitment to excellence.

12 Here are some key facts and
13 highlights of our workforce as of June 1st, 2024.
14 We have a total of 1,667 team members and have paid
15 over \$1.2 billion in compensation from lifetime to
16 date with \$469 million since the last gaming license
17 renewal. We offer a quarterly incentive program
18 available to all team members totaling 25.3 million
19 since 2020. Ninety-four (94) percent of our
20 employees are Pennsylvania residents and 93 percent
21 hold full-time positions. We have over nearly 575
22 additional staff employed by third party vendors,
23 tenants in retail, the event center, food and
24 beverage outlets. We contribute to job creation and
25 economic growth in the Lehigh Valley through diverse

1 employment opportunities in hospitality, gaming and
2 retail.

3 We also offer a comprehensive
4 benefits package including medical, dental and
5 vision, with the company covering 90 percent of
6 medical premium costs for team members.

7 We offer career advancement
8 opportunities through internal posting and
9 promotional policy in our dual rate program,
10 allowing team members to gain valuable work
11 experience and skills. We also offer annual merit
12 increases to eligible team members at the start of
13 each physical year. Yearly industry salary analysis
14 are conducted, resulting in over 868 team members
15 receiving equity adjustments in 2023.

16 Additionally, in 2022, Wind Creek
17 awarded a onetime stipend - cash stipend to all team
18 members as a part of inflation relief efforts.
19 These highlights speak to our dedication to creating
20 a rewarding and supporting work environment for all
21 team members.

22 Recruitment, we believe that our
23 people are our greatest assets. Our recruitment
24 strategies are designed to attract top talent who
25 share our purpose and values. One part of our

1 recruitment strategy includes our bonus program.
2 Wind Creek Bethlehem offers this quarterly bonus
3 program in which all team members are eligible to
4 receive. We also offer a generous PTO, paid time
5 off package to eligible team members accrued over of
6 course of the first - of the physical year in
7 recognition of their contribution. As you can see
8 listed on the slide, team members are eligible to
9 accrue PTO at the start of their employment. From
10 zero to one years they accrue four plus weeks of
11 paid time off; from one to three years, five plus
12 weeks of paid time off; for three to ten years, six
13 plus weeks of paid time off and after ten years
14 seven plus weeks of paid time off.

15 Wind Creek also offers a 401(k) pact
16 - program which is a generous company match. All
17 new hires are eligible to enroll at the start of
18 employment for a 3 percent pretax contribution. The
19 company matches 100 percent of the first 4 percent
20 contribution and 50 percent on contributions of 5
21 percent and 6 percent biweekly.

22 We are dedicated to building a
23 diverse and skilled workforce and we are proud of
24 the recruitment initiatives that we offer. Another
25 part of our recruitment initiative is employee of

1 choice. This initiative is designed to provide a
2 healthy work life balance through flexible shifts
3 and competitive pay incentives. We offer select
4 shift differential program. Some of these details
5 include a 10 percent increase to base rate and a 25
6 percent increase to base rate on identified peak
7 days such as Thanksgiving, Christmas, New Year's
8 Eve, et cetera, for a total of 15 peak days per
9 year. The shifts include Friday, Saturday and
10 Sunday and those peak holidays where most of our
11 team members will work. So we are consummate of
12 their contribution, so we wanted to make sure we
13 offer them incentives to come to work on the days
14 that they will want to be with their families. The
15 time of the shift diff begins at 1:00 p.m. on
16 Fridays through 3:00 a.m. on Sundays. We offer
17 flexible scheduling that includes four 10 hour
18 shifts and three 12 hours shifts.

19 The company also offers a PTO buyback
20 at the end of each physical year where team members
21 who have worked for at least one year, the company
22 will buy back accumulated PTO hours in excess of 240
23 hours. Wind Creek also offers a holiday PTO sale
24 back each year in November, allowing team members to
25 cash out up to 40 hours of PTO before the holidays.

1 We also have a team dining room which
2 offers an exceptional dining experience for all of
3 our team members with a variety of hot and cold
4 options for \$3. Along with the \$3 meals, we provide
5 free soup, salad, fruit, bagels, sodas and juice to
6 team members every day to enjoy.

7 Here's a snapshot of our employee
8 demographics. Gender distribution, our team
9 consists of 58 percent males and 42 percent females.
10 Minority representation, minorities make up 42
11 percent of our staff professionals and above with a
12 total workforce, minority represents 48 percent of
13 our overall workforce.

14 Our team members, generational
15 diversity, our team members include the silent
16 generation to Gen Z. This slide will show a
17 snapshot of our team's geography, 94 percent of team
18 members reside in the State of Pennsylvania and 83
19 percent of our workforce lives in the Lehigh Valley.

20 These figures represent our
21 dedication to supporting the local economy and
22 fostering community connections by prioritizing
23 local talent in our hiring practices. Wind Creek
24 Bethlehem is recognized by the Lehigh Valley
25 Economic Development as Lehigh Valley's largest

1 private sector employer in the casino and hotel
2 category.

3 This slide presents our diversity
4 statistics for supervisor in higher positions. The
5 solid blue line represents the actual number, while
6 the dotted line indicates the trend over time. From
7 2019 to 2024, we've observed a significant increase
8 in the number of minorities stepping into these
9 roles, demonstrating a positive trend towards
10 greater diversity in our leadership positions.

11 This slide presents our diversity
12 statistics for team members. The solid blue line
13 represents the actual numbers, again while the
14 dotted blue line indicates the trend over time.

15 From 2019 to 2024, we've observed a
16 significant increase in the numbers of minorities,
17 demonstrating a positive trend towards greater
18 diversity in our total workforce. The minority
19 groups included in this data are black, African
20 American, Hispanic or Latino, Asian, American
21 Indian, Native Hawaiian, individuals of two or more
22 races, and women.

23 This progress reflects our ongoing
24 commitment to fostering an inclusive and diverse
25 leadership team and workforce. At Wind Creek

1 Bethlehem, we are dedicated to growth and
2 advancement of our team members. We offer a variety
3 of training and development classes that support
4 operational, professional and personal development.
5 These classes include RAMP, which is our Responsible
6 Alcohol Management Program, annual compliance
7 training, guest service training and development
8 training. Our comprehensive training programs are
9 designed to empower our team members with the skills
10 and knowledge they need to succeed and thrive in
11 their roles.

12 Our dealer school is a vital part of
13 our training program, offering significant job
14 opportunities within the Lehigh Valley. Here are
15 some key facts and highlights. The dealer school
16 was established in February 2017 and provides
17 instructions in six types of casino games. We
18 achieve a graduation rate of 62 percent and over 700
19 blackjack class graduates from 2017 to 2023.
20 Training is free and offers flexible schedules to
21 accommodate working individuals. The starting
22 hourly rate is \$27.45 with an average annual salary
23 of \$57,000.

24 Career investment includes roles to
25 supervisors, pit manager, assistant, makeshift

1 manager and shift manager within the table games
2 department. Monthly open houses are conducted by
3 the dealer school program manager and our
4 recruitment team. These sessions offer a detailed
5 job preview, class requirements, PGCB licensing,
6 benefits, schedules, and auditions to prospective
7 students.

8 Our dealer school not only equips
9 individuals with essential skills, but also open
10 doors to a rewarding career path in the gaming
11 industry.

12 Next, I will pass it over to Julia
13 Corwin, who is our Director of Corporate
14 Communication. Thank you.

15 MS. CORWIN: Good morning. My name
16 is Julia Corwin and I am the Director of Corporate
17 Communications for Wind Creek Hospitality. I've
18 been at the property for over 15 years and have
19 overseen our community relations efforts since 2011.

20 I'd like to take you through some of
21 the highlights of the property's involvement in our
22 community over the last several years. Our slot
23 voucher program has been a great example of our
24 patrons getting involved in donating their TITO
25 tickets into a donation box at the exits. These

1 typically small donations added up to over \$88,000
2 in 2023 and over \$230,000 since inception.

3 On top of these donations, Wind Creek
4 Bethlehem commits the \$300,000 annually to local
5 programs focusing on community needs like housing,
6 food insecurity, and family support. Programs like
7 these not only need financial support, but
8 volunteers and Wind Creek Bethlehem has
9 opportunities throughout the year for our team
10 members to get involved. Since 2015, we have
11 created over 3,000 volunteer opportunities and have
12 served over 11,000 hours. Wind Creek Bethlehem has
13 donated over \$3.2 million in lifetime contributions
14 to local communities.

15 Other ways that Wind Creek serves the
16 community, local nonprofits, we hold food drives,
17 host team member donation events, volunteer for
18 community events, and Bethlehem Southside Cleanup.
19 The holidays always offer opportunities for our team
20 members to adopt families to support or work with
21 other organizations to donate toys.

22 Wind Creek Bethlehem is a proud
23 sponsor of key community partners like ArtsQuest,
24 the Bethlehem Area School District, and the
25 Southside Arts District, which illustrates our

1 investment in local cultural, educational and
2 neighborhood development. We have active
3 participation on local Boards such as Lehigh Valley
4 Industrial Park, Northampton Community College
5 Foundation, ArtsQuest, Discover Lehigh Valley,
6 Bethlehem Chamber of Commerce, Southside Arts
7 District, among others.

8 Part of our partnership with
9 Northampton Community College over the years has
10 been an expansion of our hospitality and customer
11 service training with their students, which fosters
12 professional skill development and strengthens the
13 local hospitality workforce.

14 One last call out is the Steelworkers
15 Archive. In 2016, we relocated their offices to the
16 outlets for greater public accessibility. Wind
17 Creek equipped their team with new AV equipment so
18 they could continue to document the oral history of
19 Bethlehem Steel and their former employees.

20 Community partnerships. I've
21 mentioned several organizations that we work with,
22 but I'd like to highlight three today. VIA of the
23 Lehigh Valley is a nonprofit dedicated to assisting
24 children and adults with disabilities such as
25 autism, cerebral palsy and downs syndrome. While we

1 have contributed over \$190,000 over the years, we
2 have had a donation bin on the property for years
3 which had helped VIA raise money at their local
4 stores and more recently online to support their
5 efforts.

6 Victory House. This important
7 community partners to the supports individuals who
8 are transitioning to independent living, providing a
9 fresh start for their clients. The \$265,000 Wind
10 Creek has donated to their program has helped fund
11 their health center, programming and fundraising
12 sponsorships.

13 Donegan Elementary School. Donegan
14 Elementary has been near and dear to the heart of
15 Wind Creek Bethlehem since 2014. Many of our team
16 members live on the southside of Bethlehem where
17 Donegan is located and have children who attend or
18 have attended the school. Donegan is a community
19 school which follows a model of partnership between
20 community stakeholders, families and schools. While
21 Wind Creek Bethlehem has donated over \$600,000 to
22 the school, I think it's safe to say that all of the
23 volunteer hours and events our team members have
24 participated in over the years is what makes this
25 partnership truly special and exemplifies Wind

1 Creek's commitment to building communities.

2 With that, I'll turn it over to
3 Michael Magazzu, our Executive Director of
4 Compliance and Regulatory for Wind Creek
5 Hospitality.

6 MR. MAGAZZU: Good morning. Michael
7 Magazzu, M-A-G-A-Z-Z-U, Executive Director of
8 Compliance and Risk Management for Wind Creek
9 Hospitality. I'm here up here briefly just to
10 discuss Wind Creek Bethlehem's efforts toward the
11 mitigation and prevention of compulsive and problem
12 gambling.

13 What we want the Board to know more
14 than anything is what we emphasize the most within
15 the issue of problem gambling is our training and
16 education efforts. We offer training and education
17 in two major ways. One is through the community and
18 the other is with our own team members internally.
19 As far as the training and education offered toward
20 the community is concerned, we sponsor and host
21 various programs throughout each year, and we do
22 that along with Mr. Josh Herkel and his counsel.
23 And we take pride in it because we know that
24 training and education helps counselors and social
25 workers and other educators in the community so that

1 they can in turn help their clients who may have
2 issues with problem gaming.

3 The other major education component
4 that I mentioned is internally with our team
5 members. We do this through mandatory training at
6 new hire orientation, so every new team member who
7 comes through our doors and becomes employed with us
8 undergoes responsible gaming training. And then we
9 also offer it each year during the fall through,
10 along with our annual compliance training.
11 Responsible gaming training is mandatory each year.
12 We believe very strongly in continuing to educate
13 our team members on all of the signs of compulsive
14 and problem gaming and how to recognize those signs,
15 whether it's on the casino floor or elsewhere on our
16 property, also online.

17 And then the last item I wanted to
18 mention, something that we're all very passionate
19 about, is a decision that was made by our CEO, I
20 believe, in 2020, when we were getting ready to
21 launch our online gaming site and the issue of
22 whether we were going to ban or exclude patrons who
23 signed up for online self-exclusion, whether they
24 would also be banned from land based and other
25 gaming environments. And our CEO, Mr. Jay Dorris,

1 quickly made the decision that we would implement a
2 ban from one ban from all policy, which means that
3 as soon as an individual self excludes in the
4 Commonwealth of Pennsylvania from any one form of
5 gaming, we require them - or we exclude them from
6 all forms of gaming.

7 So, for example, if someone signed up
8 for self-exclusion for land based gaming in the
9 Commonwealth, we obviously immediately exclude them
10 from land based gaming. But we take it steps
11 further, which means we exclude them from online
12 gaming as well, and from the Sportsbook and any
13 other form of gaming. So that's something we're
14 very proud of. It's not required by regulation, but
15 we know other casinos do it. We took it upon
16 ourselves since we believe so strongly on this
17 topic.

18 That's all I have this morning. Now
19 I'm going to turn it over to Glenn Granitz, our
20 Director of Security. Thank you.

21 MR. GRANITZ: Good morning, everyone.
22 My name is Glenn Granitz. My last name is spelled
23 G-R-A-N-I-T-Z. I'm very excited to be here this
24 morning talk about some of the awesome things that
25 we're doing at Wind Creek. And I do want to point

1 out that Steve Wentzel, our Director of
2 Surveillance, and I, we did coach an eight and nine-
3 year-old girls' softball team this past spring. And
4 it wasn't on the list of great things we've done,
5 but it was difficult and we finished 500. And Steve
6 was the head coach, so he was in charge for a little
7 while. But I've been here a little over two years,
8 so I'm probably the least tenured person you're
9 going to hear from today. But just really excited
10 to be here and work with such a great team that we
11 have working with us over here at Wind Creek
12 Bethlehem.

13 Probably my biggest job and thing
14 that I need to do every day is just to keep those
15 great relationships that we've established with
16 gaming and with law enforcement being PSP and
17 ultimately Bethlehem PD as well. So I take
18 exceptional pride in the fact that when there is an
19 issue, a concern, or possibly even a violation, that
20 Patty and Mark and I have apologized for using their
21 first names. But that they receive it most likely
22 from me directly. It's usually after business
23 hours, so I'm sure they love those phone calls and
24 texts, but we do appreciate that relationship that
25 we have and that honesty that we have among us.

1 Really important to know the context
2 of Wind Creek Bethlehem if you're not from Bethlehem,
3 if you're not from the Lehigh Valley, if you don't
4 get here as much, really quite a gem to live here. I
5 was previously the police chief in Allentown. The
6 city next door they don't hold it against me.
7 They've opened their arms. It's really unique to see
8 the components of the neighborhoods that surround
9 Wind Creek.

10 Obviously, there's a development on
11 the industrial area where my grandfather worked for
12 so many years. But we have the Southside Arts
13 District with our partners like ArtsQuest. In just a
14 few days you're going to have millions of people
15 pouring in for such a large, wonderful music
16 festival.

17 And we're accompanied by a residential
18 district on Bethlehem southside, literally out our
19 front door. We have a skate park that attract many
20 youth and have a great place for them to safely
21 interact in the area just outside our front door. So
22 it is a very unique and interesting area and quite
23 honestly, a great area to be in.

24 Wind Creek Bethlehem experiences
25 extremely exceptional guest volume, and post-COVID

1 last year was our highest number, and we brought in
2 over six million guests last year. This year, as of
3 numbers polled just yesterday, we're on track to
4 again beat that number by about three to four
5 percent. And just as of yesterday, over three and a
6 half million people were on our casino floor through
7 yesterday year-to-date. So when you hear over six
8 million people, wow, that's a huge number. That's
9 just the tip of the iceberg.

10 I'm only talking about the people that
11 enter our casino floor to know our property. This
12 does not include any of our non-gaming spaces. This
13 doesn't include the event center and people who just
14 come and go for concert. It doesn't include the day-
15 to-day retail. It doesn't include the expansive
16 ballroom and the conferences that we're hosting, the
17 hotel, or a number of the restaurants that you can
18 access without going onto the gaming floor. So it's
19 important to keep that in perspective.

20 Our average daily attendance is over
21 16,700 as of today, and on the weekends or our really
22 high-volume days, we average between 25 and 30,000
23 people onto our casino floor. Obviously more, if you
24 consider the other events which give or take, makes
25 us the third biggest city in the Lehigh Valley on a

1 high volume - super high-volume night, which I think
2 is pretty impressive and goes to show the great work
3 that all of our partners do with us every day.

4 So over the past few years, Wind Creek
5 Bethlehem has made some significant improvements and
6 investments as it relates to the safety of our guests
7 and our team members. Probably the favorite of law
8 enforcement, and certainly our lead investigators who
9 are here today, is our license plate reader
10 recognition system that encompasses our property,
11 24/7, 365. It has enabled us to proceed with
12 investigations and also increase our preventative
13 measures to an unbelievable degree.

14 Beyond that, we've made investments
15 into thermal and infrared cameras on our mobile
16 units. This enables a 24/7 exterior patrol that has
17 the capability of seeing if there's anyone inside of
18 a parked vehicle in our parking garage, or on our
19 surface lots. Obviously, we're looking for people
20 that might leave a minor in a vehicle, but we can
21 also see if anyone's in the vehicle and we can check
22 on them and make sure that things are going well.
23 And we put that into place about a year ago.

24 Inside the building for our team
25 members and our communication with law enforcement,

1 just a few weeks ago, we completed a brand new
2 digital radio system on property. This is an almost
3 \$500,000 expense, and it's going to allow us with
4 that direct communication that we need to keep our
5 team members and guests safe.

6 Our company really prides itself on
7 what we do for our team members. One of those steps
8 is AlertMedia, which is a mass messaging system for
9 all of our TMs. That is available in the event of an
10 emergency or other need to communicate to the over
11 2,000 employees that come in and off of our property
12 almost every day.

13 My personal favorite, as Mr. Ryan
14 mentioned, is the garage lighting project. It may
15 not seem like much, but in my law enforcement career,
16 there's no better deterrent to anything than light.
17 You probably have learned the same around your home.
18 I've often learned that my mom and dad were often
19 right, and they said light will show everything. And
20 I love walking out into our garage now with this new
21 led project. I don't know if it's day or night and
22 we're receiving lots of guest compliments, and it
23 really is a huge step in the right direction for us
24 and our property and our guests.

25 Veridocs is a system that our property

1 has chosen to use to help us prevent - help identify
2 fraudulent identifications and validating the IDs of
3 those that are over 21, so we can allow entry onto
4 the casino floor. This system also allows the
5 integration of the self-exclusion database, and does
6 assist us in flagging prohibited persons from
7 entering the casino floor when they present an
8 identification.

9 Just to give you some example, between
10 the years of 2021 and '23, we encountered over 205
11 fake IDs at our entrances. And in the same time
12 period we uncovered over 70 false IDs. And if you're
13 wondering what the difference is between a false and
14 a fake ID, although I'm sure many of you know. A
15 false ID is when, say, an older sister passes it down
16 to a younger sibling. So it's an actual real ID, but
17 it's false for that person, if that makes sense.
18 Very successful utilization of that program and we're
19 looking forward to what comes next there.

20 So as you can hear, we've been very
21 busy. There's been investment in safety and security
22 here at Wind Creek Bethlehem. So you're probably
23 wondering if we're done. The simple answer is no.
24 Moving forward, what is next? I'm going to give it
25 away. But Sergeant Pressley is very excited about

1 this next one and he's a big proponent of it.

2 Back in May, PGCB allowed us to demo a
3 weapons detection system at our property. That
4 demonstration over a weekend, a high-volume weekend,
5 if I might add, went very, very well. It went very
6 well from how we were able to get our guests in the
7 door. It went very well from our guest feedback
8 perspective. And we also took into account our
9 partners and our team members. And that feedback was
10 also extremely positive.

11 So just last week the purchase order
12 went out for a weapons detection system. And we
13 looked to integrate that and implement that in early
14 2025. We're very excited about bringing that level
15 of safety. And again, Sergeant Presley has been on
16 me about that one. And we made it happen. We're
17 very excited. We'll have to have him back.

18 But the many things that we have
19 implemented here in relation to safety and security,
20 the most important part are the people that make up
21 our teams. We are proud to say that we have rebuilt
22 our new hire training program in the security
23 department. Our team has embraced creating a two-
24 plus week training program for all of our new
25 officers.

1 These changes implemented last year
2 are beginning to pay dividends. The new training
3 provides more time for scenario-based problem solving
4 and actual time on the floor, specifically, time at
5 our casino floor entrances, working specifically on
6 identification procedures.

7 In addition to our security and the
8 other required compliance training, our company has
9 embraced a certified de-escalation training known as
10 AVADE that every security team member is required to
11 complete. The success of this program has been to
12 the degree that we now offer a version of this de-
13 escalation to every team member on our property that
14 comes into contact with guests. This is just another
15 example of Wind Creek going above and beyond to
16 empower our TMs, team members, excuse me, and provide
17 an improved guest experience.

18 In closing, while it is imperative to
19 touch on the many things that we as a property are
20 doing to prevent unattended minors and underage
21 incidents on our floor, at a unique and expansive
22 resort property such as ours that attracts such a
23 large number of guests and their families, there is
24 always a great deal more opportunity for these
25 incidents to happen.

1 It is our goal to prevent and
2 ultimately stop these incidents from occurring. We
3 work with an additional security partner and their
4 goal is to increase 24/7 patrols of areas such as the
5 food court, retail and the exterior parking areas.
6 The result of this partnership has resulted in
7 multiple patrols each hour of these areas where these
8 incidents most often occur, and has decreased the
9 time of the incidents to the point where they are
10 often located within minutes.

11 As you will see, the signage utilized
12 on property is buried and located throughout our high
13 visibility areas, especially in the market or food
14 court area where a majority of these incidents occur.
15 The signage is adapted constantly and we have
16 initially changed back in 2022 following the
17 recommendations of this Board.

18 Recently, we have changed many of
19 these signs to include a more colorful, vibrant and
20 eye catching, even sometimes larger design and
21 updated verbiage that identifies anyone under 18
22 cannot be left unattended. Additionally, these signs
23 identify Kids Quest as a venue to assist with
24 childcare needs.

25 In 2023, in consultation with

1 Pennsylvania State Police and gaming, we recreated
2 the prominent yellow table stickers which is in your
3 bottom right if you're looking at it from my end. We
4 recreated those with the consultation of PSP and
5 suggestions to a new version that encompasses three
6 languages, Mandarin, Spanish and English, to ensure
7 that our unattended minor policy is clear no matter
8 where our guests come from.

9 Additionally, increased parking lot
10 and garage signage are already approved, planned and
11 will be installed in the coming weeks. So, in
12 addition to the great relationship with PSP on our
13 property, Wind Creek often hires additional Bethlehem
14 police patrols for our exterior lots and retail
15 areas, particularly on weekends and high-volume
16 nights. All of these efforts and relationships are
17 designed to keep our guests and team members safe and
18 ultimately reflect a total investment of over \$5.6
19 million.

20 Thank you very much, and I would like
21 to introduce Michael Vinci, our vice president of
22 finance.

23 MR. VINCI: Thank you, Glenn. Good
24 morning. My name is Michael Vinci. I'm the Vice
25 President of Finance at Wind Creek Bethlehem, and

1 I've been here for six and a half years. Wind Creek
2 Bethlehem is proud to have contributed over \$2
3 billion in gaming taxes life-to-date. As you are
4 aware, these gaming taxes are distributed to various
5 programs and projects including property tax relief,
6 education, resource industry, agricultural programs,
7 as well as state and local economic programs.

8 On this slide you will see a breakdown
9 of our gaming - growth of our gaming revenue. The
10 slide will show you our gaming revenue from 2018
11 through 2023. As you can see, Wind Creek Bethlehem
12 has rebounded and exceeded the COVID years of 2020
13 and 2021. Our 2018 and 2019 gaming revenues were
14 \$521 million and \$552 million respectively. Our 2022
15 and 2023 gaming revenues were \$535 million and \$550
16 million.

17 Wind Creek Bethlehem has achieved a
18 5.5 percent growth from 2018 to 2023. Currently,
19 Wind Creek Bethlehem table game revenue has been
20 number one in the state 33 out of the last 35 months.
21 Also, our gross slot handle has been number one in
22 the state for the last 33 consecutive months. And
23 I'm proud to say in the month of June, Wind Creek
24 Bethlehem's market share was 18.4 percent, which was
25 the largest in the state.

1 This slide here you will see gaming
2 taxes. Here you will see on the box to the left a
3 breakdown of the over \$2 billion in gaming taxes we
4 paid life-to-date. From 2018 to current, Wind Creek
5 Bethlehem has paid over \$796 million. Similarly, the
6 box to the right is a breakdown of our gaming taxes
7 from 2018 through 2023. You will see 2018 our gaming
8 taxes were \$192 and \$185 million.

9 Respectively, our 2022 and 2023 gaming
10 taxes were \$186 million and \$193 million, exceeding
11 and rebounding the COVID years. These taxes include
12 net slots, table games, poker, ETG, Sportsbook and
13 online gaming revenue.

14 On this slide you will see a breakdown
15 of the LSA and other taxes. The box to the left
16 shows you the LSA has provided to the respective
17 areas from 2009 through 2023, totaling \$258.1
18 million. From 2018 to current, Wind Creek Bethlehem
19 has contributed \$115 million. In 2023, the LSA
20 contributed \$20.6 million to the areas of Allentown,
21 Bethlehem, Easton, Lehigh and Northampton Counties.
22 Additionally, I want to mention during the COVID
23 period we did contribute our two and a half million-
24 dollar local share.

25 The box to the right shows you some of

1 the other taxes that we have contributed life-to-
2 date, including property taxes at \$170 million, state
3 sales and use tax of \$12.4 million, PA unemployment,
4 local earnings, income tax and the hotel occupancy
5 tax.

6 On this slide you will see a breakdown
7 of our vendor spend. The three boxes here will show
8 you what Wind Creek has spend within Pennsylvania
9 vendors, WBE, MBE vendors and our local Lehigh Valley
10 vendors from 2018 through 2023. \$441.2 million has
11 been spent with PA vendors during this time period,
12 42.4 has been spent with WBE, MBE vendors and 78.2 on
13 local and Lehigh Valley vendors.

14 I want to point out our procurement
15 team actively works with contractors to subcontract
16 the WBE, MBE vendors. This includes a diversity
17 amendment in all of our agreements. And I also want
18 to point out that the large amounts that you see in
19 2021 through 2023 are in direct correlation of the
20 hotel project.

21 Here you will see a highlight of some
22 of our capital spend. This slide shows you that Wind
23 Creek Bethlehem has spent over \$242 million in
24 capital funds from 2019 to 2024. A large majority of
25 this spend was our new hotel capital project which is

1 pictured here, and that amount was \$160 million as
2 Patrick mentioned earlier.

3 A few other capital projects shown
4 here on the slide is our new sports betting lounge,
5 the over 480 new slot machines that we've put in
6 totaling almost \$9 million, and our conversion costs
7 from when we went from Las Vegas Sands to Wind Creek
8 Bethlehem, such as the new ore bridge sign and our
9 system conversions.

10 And I would like to also highlight the
11 system conversions include a new iView system and
12 converting from the old system of ACSC to CMP and
13 SDS, that was a cost of almost \$10 million. And with
14 that, I'll turn it over to Mike Magazzu, our
15 executive director of compliance risk management.
16 And thank you.

17 MR. MAGAZZU: Here I am again, thank
18 you. Ms. Lloyd and members of the Board, if it will
19 please the Board, we hereby request to move today's
20 presentation into the official record for today's
21 hearing.

22 PRESIDING OFFICER: OEC have any
23 objection?

24 ATTORNEY FOGLE: No.

25 PRESIDING OFFICER: Okay, so moved.

1 It'll be marked as Wind Creek or WC Exhibit Number-1.

2 ---

3 (Whereupon, Exhibit WC-1, Presentation, was
4 marked for identification and admitted.)

5 MR. MAGAZZU: Thank you.

6 PRESIDING OFFICER: Does that conclude
7 your presentation?

8 MR. RYAN: Yes.

9 PRESIDING OFFICER: Okay.

10 I will turn to our OEC if you have any
11 questions or any Wind Creek witnesses.

12 ATTORNEY FOGLE: Thank you, Director
13 Lloyd. Good morning members of the Board. Michelle
14 Fogle, F-O-G-L-E, Assistant Enforcement Counsel with
15 the OEC. So if you don't mind going to slide five.

16 PRESIDING OFFICER: And just to
17 interrupt, if whoever's going to answer the question
18 is seated behind, going to the podium might be a
19 little easier than to switch out the chair back and
20 forth. I'm pretty sure that microphone's on as well.

21 ATTORNEY FOGLE: Are there currently
22 plans to reduce the slot machine or table gains
23 count?

24 MR. RYAN: No, not at this time.

25 ATTORNEY FOGLE: And is the percentage

1 or area of the gaming floor that permits smoking
2 planning to change?

3 MR. RYAN: No.

4 ATTORNEY FOGLE: Slide ten. And at
5 the restaurants, are those under the age of 21
6 permitted to eat at any of these restaurants?

7 MR. RYAN: Yes. They are permitted to
8 eat at Urban Table, Steelworks Buffet and Grill,
9 Twisted Tees and our food court, the Market Gourmet
10 Express.

11 ATTORNEY FOGLE: And slide 16. How
12 long must team members work before being eligible for
13 benefits?

14 MS. MAHONE: Team members are eligible
15 - full time team members are eligible to enroll in
16 benefits within 30 days of their employment and the
17 benefits are effective the first 30 days of
18 employment. The elective benefits become effective
19 the first of the month following 60 days of
20 employment.

21 ATTORNEY FOGLE: Okay.

22 And just to follow-up on that
23 question, are part-time workers, are they eligible
24 for PTO or any other -?

25 MS. MAHONE: No. Part-time team

1 members are not eligible for paid time off for
2 benefits, but they are eligible to participate in our
3 quarterly incentive program.

4 ATTORNEY FOGLE: And with the
5 promotions, how many - if you can hazard a guess, how
6 many promotions are internal?

7 MS. MAHONE: Currently, from 2023 to
8 present, we have had 82 internal promotions.

9 ATTORNEY FOGLE: And when conducting
10 the salary analysis, are team member salaries ever
11 cut or decreased?

12 MS. MAHONE: No.

13 ATTORNEY FOGLE: And are merit
14 increases considered in addition to the equity
15 adjustment?

16 MS. MAHONE: Yes, the team members
17 receive both.

18 ATTORNEY FOGLE: Slide 18. Is Wind
19 Creek currently facing any staffing, hiring or
20 retention challenges?

21 MS. MAHONE: No, we are not
22 currently facing any staffing or recruitment hiring
23 challenges at this time, and we've made significant
24 improvement over the last three years. And we
25 contribute that to a direct correlation of our

1 recruitment initiatives.

2 ATTORNEY FOGLE: And on slide 20, it
3 states that there are about six percent of employees
4 or team members are out of state. What states does
5 that make up?

6 MS. MAHONE: That consists of New
7 Jersey and New York.

8 ATTORNEY FOGLE: Okay.

9 And then just the next slide, please.
10 What current steps are being taken to enhance
11 workforce diversity and inclusion for the supervisors
12 and positions above that.

13 MS. MAHONE: As I mentioned in my
14 slide presentation, we have an intern - we have
15 career advancement opportunities. So all of our team
16 members are able to take the training initiatives
17 that we provide in-house. And we also have a
18 training reimbursement program where team members can
19 obtain professional certifications in order to
20 enhance their skills and experience to be promoted
21 within that, within these positions.

22 And also we have a targeted
23 recruitment strategy for within the Lehigh Valley
24 that we attend various job fairs to recruit diverse
25 team members.

1 ATTORNEY FOGLE: And on slide 23, what
2 departments receive unattended minor training?

3 MS. MAHONE: All departments receive
4 unattended minor training through our new hire
5 orientation.

6 ATTORNEY FOGLE: Okay.

7 And on slide 28, what types of topics
8 are covered at the annual team member training? I
9 mean, in just a bit more specifics.

10 MR. MAGAZZU: Sure. They really run
11 the whole gamut. But many of the topics that we
12 include are things like what is responsible gaming
13 and what is a gambling disorder? That with - those
14 are geared toward helping team members identify the
15 signs of compulsive and problem gambling. We train
16 on the prevalence of problem gambling. We train on
17 our own internal policies related to responsible
18 gaming, like the underage gambling policy and our
19 self-exclusion policies.

20 We include topics like some of the
21 same topics that are included in RAMP training, which
22 is the Responsible Alcohol Management Program, and
23 some of the connections between intoxicated guests
24 and gambling disorders. We include responsible
25 gaming subject matter on not just land-based gaming,

1 but we have training components on iGaming and sports
2 gaming as well.

3 And then a lot of our training - this
4 is for internal team members, not the community-based
5 training that I talked about, but a lot of it is
6 geared toward what team members can do, what their
7 options are, and what they're supposed to do once
8 they recognize problem gaming, much of which includes
9 the self-exclusion program that the Board offers, and
10 how our patrons can become more educated and where
11 they can sign up.

12 All of our team members are trained
13 heavily on how to address that, once problem gambling
14 is identified.

15 ATTORNEY FOGLE: Okay.

16 And the outside workshops, are all
17 team members eligible to attend the outside
18 workshops?

19 MR. RYAN: Yes, they're certainly
20 eligible. Not all of our 1,600 team members go to
21 those workshops since they're outside. They all get
22 the internal training. But as far as the outside
23 workshops are concerned, it's mostly our compliance
24 personnel and then others who run departments that
25 are in areas where responsible - problem gambling is

1 more prevalent.

2 And those workshops generally range
3 from anywhere here in the Lehigh Valley down toward
4 Philly. Usually communicate with Mr. Urkel about
5 which programs and workshops are available throughout
6 the year. So you do get quite a bit of attendance at
7 those.

8 ATTORNEY FOGLE: Thank you. Slide 30.
9 In a general sense, because I know there's probably
10 specifics, what is the procedure for reviewing the
11 non-gaming areas for unattended minors? You
12 testified that there's a review about each hour or -?

13 MR. MAGAZZU: Correct. So with our
14 third party partner Signal Security, that we work
15 closely with, what we've installed with them is what
16 we call tours. So they are required to check in at
17 certain places within our food court, retail, the
18 pool, and then every level of the garage, et cetera,
19 within an hour. And since we employ multiple of
20 those parties, you would have two to three checks of
21 each area an hour. That's in addition to our regular
22 security staffing.

23 ATTORNEY FOGLE: Thank you. And then
24 slide 35. Do you know how many women-owned
25 businesses and minority-owned businesses are double

1 counted in these statistics?

2 MR. RYAN: I believe they're either
3 categorized as one or the other.

4 ATTORNEY FOGLE: Okay.

5 And are you able to provide a
6 quantitative number of women-owned businesses and
7 minority-owned businesses that are stated?

8 MR. RYAN: I don't have that in front
9 of me, but I can get it for you.

10 ATTORNEY FOGLE: Thank you. I have no
11 further questions.

12 PRESIDING OFFICER: And any
13 information that you'd like to provide to the Board
14 to answer that question or anything else, if you
15 would forward it to the Board clerk, and we will make
16 sure it gets distributed to all Board members.

17 Do you have any follow-up questions
18 you'd like to ask of your team members based on what
19 OEC has asked?

20 MR. RYAN: No.

21 PRESIDING OFFICER: Okay.

22 So I will turn to the Board members.
23 I will start on the far left. Start with
24 Commissioner Ralston. Do you have any questions for
25 anyone?

1 COMMISSIONER RALSTRON: No, I don't
2 have any questions. Just want to commend you for the
3 work that you've done since your previous hearing.
4 Definitely around the security that you implemented.
5 The minors being left unattended was definitely
6 something that not only the Board, but the whole
7 Gaming Commission was definitely taking up charge on.
8 And you guys have spent and invested in different
9 areas in there, and we've seen the numbers reducing.
10 So just want to congratulate you on that.

11 MR. RYAN: Thank you. I just want to
12 say that Glenn and Steve and the entire team take
13 this very seriously, and I really appreciate that.
14 It's nice that you see that. Thank you.

15 COMMISSIONER REGAN: Just, again,
16 another observation. I'm from - actually from
17 Bethlehem and grew up when the Bethlehem steel was
18 still in operation. I love how you have integrated
19 some of the structures. It's amazing. The signage,
20 the blast furnace, some kind of, like, steel walk
21 that describes the entire industry and how it
22 started. That's absolutely amazing. I love to see
23 that you've kept that. So thank you for doing that.

24 Just a couple questions. My notes, if
25 I can read my writing. The dealer school that you

1 discussed, you said you had a 62 percent completion
2 rate. I'm wondering, is there, what do you attribute
3 the dropout rate to?

4 MS. MAHONE: Well, truthfully, the
5 dealer school offers - it's an audition process for
6 team members or inspiring team members to see if this
7 is actually for them. And sometimes as they go
8 throughout the program, whether it's identified
9 through the recruitment team or through the dealer
10 school program director, that is just not a good fit.
11 So that's majority of the rate.

12 COMMISSIONER REGAN: So maybe they're
13 just not a people person.

14 MS. MAHONE: Yeah, just not a people
15 person or they're just - it's not as fast with the
16 math or the job is just not what they thought.

17 MR. RYAN: In addition, we also do try
18 to place them in other areas of the property. If
19 they don't make it and they don't feel like dealer
20 school is for them, they are welcome to apply for any
21 of the jobs that we have posted in any of the
22 departments they're interested in.

23 COMMISSIONER REGAN: Okay.

24 So it's less about them deciding they
25 don't want to continue and more about their

1 perhaps -?

2 MS. MAHONE: What's best, what's a
3 best fit.

4 COMMISSIONER REGAN: Thank you. Let
5 me just see here. You mentioned that you have this
6 new detection system for weapons detection, and I'm
7 wondering, have you had many weapons that have -
8 you've stopped from coming into the gaming floor?

9 MR. GRANITZ: Great question. And
10 actually, we were - Steve, our director of
11 surveillance, Patrick, and all of us involved in it,
12 we were really excited to answer that question. I
13 know Sergeant Pressley was. We actually really took
14 that demo that your Board approved for us, and we not
15 only watched what we found, and we did find some. We
16 had no major incidents of any kind during the high-
17 volume weekend that we chose.

18 We did find we did turn away people
19 that had a firearm in a few cases. We did find some
20 other items, perhaps a larger knife, et cetera, that
21 did get turned away. We saw - but what we watched
22 was we saved every camera and every hour for every
23 entrance that was affected. And I have to give
24 Investigator DiSedlos and Steve and his team all the
25 credit. I can't steal it. They did all this work

1 behind the scenes.

2 We actually watched that to see what
3 the deterrent effect was. We had amazing signage on
4 each level coming into that entrance, and we saw
5 probably about two people an hour that went back to a
6 car for any type of reason. And, you know, and when
7 you think about it, what it could be is it just could
8 be somebody with a large bag, like my wife may carry
9 a larger purse, and they may just know that it might
10 set it off and take it back.

11 So it doesn't mean that they had a
12 firearm, but it meant that they were making a
13 decision. And we were really pleased with the
14 results of what we saw.

15 COMMISSIONER REGAN: Along the same
16 vein, the infrared system that you recently started,
17 have you used that to actually find children in cars?

18 MR. GRANITZ: We have used it to find
19 children in cars. I'm happy to say that we have not
20 found a child in a car. We have found a lot of
21 people in cars, and they've been doing all kinds of
22 things.

23 COMMISSIONER REGAN: You'll follow up
24 on that. I was just wondering do you allow smoking
25 on the floor?

1 MR. RYAN: Yes, about 46 percent of
2 our floor is currently smoking.

3 COMMISSIONER REGAN: And have you had
4 employees - because you mentioned about team member
5 safety. Is that something that any of the employees
6 have expressed concerns about?

7 MR. GRANITZ: Yeah, of course. I
8 mean, I think that comes up in many of our town
9 halls. We do our best. We've got an incredible HVAC
10 system. If you've been to the property, the ceilings
11 are 30 plus feet high. It's not as large of an issue
12 as it is in casinos with lower ceiling heights, but
13 we do our best to accommodate the team members.

14 COMMISSIONER REGAN: So there's no
15 plans to reduce that?

16 MR. GRANITZ: Not at this point, no.

17 COMMISSIONER REGAN: Oh, just one more
18 question. I have to know, what is give them the
19 pickle training.

20 MS. MAHONE: Give them the pickle
21 training is a part of our guest service training
22 where team members get to learn how to give guests a
23 pickle. So a lot of our guests come in and obviously
24 they want something. And so we help our team members
25 be able to provide good - great guest service by

1 giving them the pickle. So that's the name of the
2 class, but that's the basis of the training.

3 COMMISSIONER REGAN: Thank you. Thank
4 you very much.

5 PRESIDING OFFICER: Commissioner
6 Dermody, you have any questions?

7 COMMISSIONER DERMODY: Real quickly,
8 is the weapons detection system in place now?

9 MR. GRANITZ: No, sir. We just - do
10 you want me to walk up?

11 COMMISSIONER DERMODY: No, you can do
12 it.

13 MR. GRANITZ: No, we just put the
14 purchase order through and then with staffing and
15 other things that we need to consider, we're planning
16 on going live after the New Year.

17 COMMISSIONER DEMODY: Okay, thank you.

18 PRESIDING OFFICER: Okay.

19 We will move on to our OEC in their
20 presentation.

21 ATTORNEY FOGLE: Thank you, Presiding
22 Officer. Prior to this hearing, the OEC provided the
23 Board in Wind Creek Bethlehem with documents marked
24 as OEC Exhibits 1 through 9, which relate to Wind
25 Creek Bethlehem's renewal application for its

1 Category 2 slot machine license.

2 OEC and Wind Creek Bethlehem entered
3 into stipulation regarding the admissibility and
4 authenticity of these exhibits, which include the
5 Pennsylvania State Police's report with data obtained
6 from the National Incident-Based Reporting System
7 from 2018 to 2023. It addresses criminal incidents
8 that occurred at Wind Creek Casino since the time of
9 its last renewal. This report is marked as OEC
10 Exhibit-1.

11 ---

12 (Whereupon, Exhibit OEC-1, PA State Police
13 Report, was marked for identification.)

14 ---

15 ATTORNEY FOGLE: On May 15, 2024, the
16 Bureau of Liquor Control Enforcement issued a letter
17 to OEC regarding one enforcement action taken against
18 the licensee since its last renewal. This letter is
19 marked as OEC Exhibit-2.

20 ---

21 (Whereupon, Exhibit OEC-2, Letter from PLCB, was
22 marked for identification.)

23 ---

24 ATTORNEY FOGLE: On May 23, 2024, the
25 Board's Office of Compulsive and Problem Gambling

1 issued a memorandum regarding Wind Creek's compliance
2 with its casino and iGaming compulsive and problem
3 gambling plans. This memo is marked as OEC Exhibit-3.

4

5 (Whereupon, Exhibit OEC-3, Compliance Memorandum,
6 was marked for identification.)

7

8 ATTORNEY FOGLE: On May 21st, 2024,
9 the Pennsylvania Department of Revenues Bureau of
10 Compliance provided a copy of Wind Creek Bethlehem
11 statement of Account, confirming Wind Creek is in
12 good standing with the Department of Revenue. This is
13 marked as OEC Exhibit-4.

14

15 (Whereupon, Exhibit OEC-4, Statement of Account,
16 was marked for identification.)

17

18 ATTORNEY FOGLE: OEC Exhibits 5, 6, 7
19 and 8 are not before you today, but remain accessible
20 through a shared link previously provided to Wind
21 Creek and members of the Board. Since the last
22 license renewal, OEC and the Licensee has entered
23 into four Board-approved consent agreements.
24 Together, these are marked as OEC Exhibit-5.

25

1 (Whereupon, Exhibit OEC-5, Agreements, was marked
2 for identification.)

3 ---

4 ATTORNEY FOGLE: OEC and the Licensee
5 conducted five compliance conference memorandums
6 since the last renewal. Together, these are marked
7 as OEC Exhibit-6.

8 ---

9 (Whereupon, Exhibit OEC-6, Compliance Conference
10 Memos, was marked for identification.)

11 ---

12 ATTORNEY FOGLE: OEC has issued 43
13 warning letters since the last renewal. In each
14 instance where an answer was required, the Licensee
15 responded to OEC's letters, detailing the corrective
16 measures taken to address OEC's concerns. These are
17 jointly marked as OEC Exhibit-7.

18 ---

19 (Whereupon, Exhibit OEC-7, Warning Letters, was
20 marked for identification.)

21 ---

22 ATTORNEY FOGLE: OAC has issued Wind
23 Creek Bethlehem one demand letter since the last
24 renewal. Wind Creek appropriately responded to the
25 demand letter and this is marked as OEC Exhibit-8.

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(Whereupon, Exhibit OEC-8, Demand Letter, was marked for identification.)

ATTORNEY FOGLE: Finally, OEC and Wind Creek Bethlehem stipulation of facts and admission of evidence executed by the parties on June 19 and 20, 2024, was included and marked as OEC Exhibit-9.

(Whereupon, Exhibit OEC-9, Stipulation of Facts, was marked for identification.)

ATTORNEY FOGLE: At this time, OEC respectfully requests that Exhibits 1 through 9 be entered into the record with Exhibits 4, 6, 7 and 8 marked as confidential.

PRESIDING OFFICER: Any objections from the - from Wind Creek?

MR. RYAN: No. Thank you.

PRESIDING OFFICER: They will be entered with Exhibits 4, 6, 7 and 8 marked as confidential.

(Whereupon, Exhibit OEC-1, PA State Police Report, was admitted.)

1 (Whereupon, Exhibit OEC-2, Letter from PLCB, was
2 admitted.)

3 (Whereupon, Exhibit OEC-3, Compliance Memorandum,
4 was admitted.)

5 (Whereupon, Exhibit OEC-4, Statement of Account,
6 was admitted.)

7 (Whereupon, Exhibit OEC-5, Agreements, was
8 admitted.)

9 (Whereupon, Exhibit OEC-6, Compliance Conference
10 Memos, was admitted.)

11 (Whereupon, Exhibit OEC-7, Warning Letters, was
12 admitted.)

13 (Whereupon, Exhibit OEC-8, Demand Letter, was
14 admitted.)

15 (Whereupon, Exhibit OEC-9, Stipulation of Facts,
16 was admitted.)

17 ---

18 ATTORNEY FOGLE: OEC will call three
19 witnesses today to testify about Wind Creek Casino
20 for your benefit. The witnesses are from the
21 Pennsylvania State Police, the Board's Bureau of
22 Casino Compliance, and the Board's Bureau of
23 Investigations and Enforcement (BIE). With your
24 permission, Director Lloyd, I will call my first
25 witness.

1 Enforcement.

2 Q. And can you please describe your job
3 history with the Pennsylvania State Police?

4 A. Yes, I've been employed by the
5 Pennsylvania State Police for over 21 years. After
6 graduating from the State Police Academy, I was
7 assigned to the patrol unit in Troop K. Media, also
8 worked in the patrol unit of Troop K, Philadelphia.
9 While working at Philadelphia station, I was assigned
10 to the Warren unit, conducted ID fraud
11 investigations, Philadelphia traffic court liaison
12 and a member of Megan's law's task force.

13 After being promoted to the rank of
14 corporal, I was assigned to Troop M Trevoise Station
15 as a patrol unit supervisor. Then I assumed the role
16 of being an office supervisor at Parx Casino in
17 Bensalem Township. In addition, I was the
18 recruitment services section supervisor in the
19 southeast region four Pennsylvania State Police
20 members assistance program.

21 After being promoted to the rank of
22 sergeant, I was assigned to the Bureau of Gaming
23 Enforcement at Wind Creek as office command and that
24 was fall 2022.

25 Q. And can you please describe your role in

1 duties associated with your assignment at Wind Creek?

2 A. As of last month, I've been the office
3 commander at Rivers Casino in Philadelphia. However,
4 as office commander at Wind Creek Gaming Office, I
5 was responsible for the day-to-day operations and
6 supervision of the troopers assigned to Wind Creek.
7 I ensured operational functions were completed,
8 administrative duties were conducted efficiently and
9 enforcement opportunities were conducted accordingly.
10 In addition, I maintain open lines of communication
11 with PGCB, Wind Creek security, Wind Creek
12 surveillance and City of Bethlehem Police Department.

13 Q. And what is the role of the Pennsylvania
14 State Police Bureau of Gaming Enforcement at Wind
15 Creek?

16 A. We provide police services to Wind Creek
17 Bethlehem Casino. We make intentional efforts to
18 provide patrons a safe venue to enjoy the gaming
19 experience. We investigate any suspected criminal
20 activity and strive to prevent criminal activity from
21 occurring inside and outside the casino.

22 When crimes do occur, we conduct criminal
23 investigations and make arrests accordingly. In
24 addition, our role is to ensure that the casino is
25 operating within the statutes prescribed by the

1 Commonwealth in the gaming industry.

2 Q. And regarding police jurisdiction over
3 Wind Creek Casino, can you please detail the areas of
4 the Wind Creek subject to Pennsylvania State's police
5 jurisdiction?

6 A. Our primary jurisdiction consists of
7 gaming areas and gaming-related areas that facilitate
8 gambling via slot machines, table games, sports
9 wagering, dealing with surveillance related to
10 security and all accessible areas from the gaming
11 floor.

12 Q. And what about the hotel parking area for
13 the court, any access points to the casino?

14 A. Yeah, hotel and center and parking lot,
15 garage, outlets, food court is considered a non-
16 gaming-related area that are primarily covered by
17 City of Bethlehem Police Department. However, we
18 will handle unattended minors that are reported who
19 are observed in the food court area.

20 Q. Do you have any issues or concerns
21 regarding the breakdown of jurisdictional areas with
22 the City of Bethlehem Police Department?

23 A. No, not at all.

24 Q. And what does the professional
25 relationship between Pennsylvania State Police and

1 the City of Bethlehem's Police Department look like?

2 A. We have an excellent relationship with the
3 City of Bethlehem Police Department. We work
4 extremely well together during active incidents and
5 assist each other with the least amount of
6 interference or overlap while conducting
7 investigations and enforcement activities.

8 Q. And can you please describe the
9 professional relationship between the Pennsylvania
10 State Police and Wind Creek Casino's personnel?

11 A. Well, we maintain professional working
12 relationship with all Wind Creek employees and we
13 maintain a mutual respect on a daily basis. But,
14 primarily we interact with the security staff and the
15 surveillance personnel.

16 Q. Can you please describe the professional
17 relationship between Pennsylvania State Police and
18 the Board's Bureau of Compliance personnel at Wind
19 Creek Casino?

20 A. We have a positive and professional
21 relationship with their personnel. If necessary, we
22 assist each other with investigations and engage with
23 an open dialogue communication.

24 Q. How does the Pennsylvania State Police
25 track and record Wind Creek's crime statistics?

1 A. We use a national incident-based reporting
2 system known as NIBRS.

3 Q. And can you briefly describe how recording
4 criminal charges has changed since Wind Creek's last
5 renewal?

6 A. Well, prior to 2021, the Pennsylvania
7 State Police utilized a uniform crime reporting UCR
8 system that captured stats on the most serious
9 criminal offenses. The UCR system consisted of
10 supervisors correcting criminal reports and recording
11 offenses on a monthly basis for state-wide
12 consolidation. In January of 2021, Pennsylvania
13 State Police implemented the National Incident-Based
14 Reporting System known as NIBRS. The NIBR system
15 works in conjunction with our electronic records
16 management system, RMS.

17 Since implemented, troopers have completed
18 the investigative reports electronically within RMS
19 and a system automatically collects data. At this
20 point, the information can be uploaded to NIBRS and
21 reviewed. The source of information provided today
22 is known as the Senate report. Pennsylvania State
23 Police prepares this annual report of dispositions
24 and the number of arrests in each location within the
25 Bureau of Gaming Enforcement.

1 Q. In calculating the crime statistics, how
2 does the Senate report account for one individual
3 being arrested for multiple offenses?

4 A. The Senate report is not designed to
5 calculate the particular stat. As listed within the
6 first column of the Senate report you see that the
7 counts only refer to the number of charges filed and
8 not the number of arrestees for that charge.
9 However, the total number of arrests for Wind Creek
10 is provided in the Senate report.

11 Q. Okay.

12 And referring to OEC Exhibit-1, is - can
13 you please identify the document and describe it?

14 A. Yes, this document is the Senate report.

15 Q. Okay.

16 And what years are reflected in this
17 document?

18 A. The documents provided span from 2018 to
19 2023. Since calculated annually, the 2024 Senate
20 report will not be available until January 2025.

21 Q. And considering only OEC Exhibit-1, what
22 is the most commonly occurring criminal offense at
23 Wind Creek?

24 A. I would say defiant trespass, actual
25 communication.

1 Q. And can you please provide an example of
2 the type of conduct that usually results in an
3 individual being charged with defiant trespass?

4 A. A common form of defiant trespassing
5 occurs when individuals enroll themselves into a
6 self-exclusion program via PGCB, restricting their
7 access to the Wind Creek Casino and then violating
8 those written conditions by returning to the casino
9 property without being reinstated.

10 Q. Is there any reason or explanation for why
11 this offense has occurred at the reported levels?

12 A. Well, an individual can be cited for
13 trespassing for various reasons, based on their
14 behavior or conduct on the property, such as self-
15 exclusions, cheating, slot machine damage, et cetera.
16 Thus, if a patron returns to the casino after being
17 banned from the casino on a prior date due to
18 inappropriate conduct, that individual will commonly
19 be charged with defiant trespass, actual
20 communications.

21 Q. And regarding other crime offenses at Wind
22 Creek, how common are theft offenses?

23 A. Not common. Not for this volume of
24 patrons in this size of the casino at Wind Creek. In
25 general, most thefts are related to loss and mislaid

1 property, like vouchers, cell phones, et cetera, left
2 near slot machines or other areas.

3 Q. Okay.

4 And how common are violent crimes?

5 A. Not common.

6 Q. How common are crimes involving
7 individuals under 20 years - 21 years old?

8 A. Not common.

9 Q. Is there any reason or explanation for why
10 the offense has reported - has occurred at the
11 reported levels in the Senate report?

12 A. Yes. There is not a significant number of
13 crimes regarding individuals under the age of 21.
14 The most common crime regarding individuals under the
15 age of 21 are offenses involving underage individuals
16 being in possession of a false identification that
17 depicts them as being 21 or older. In that matter,
18 those individuals were vastly discovered by Wind
19 Creek security staff at the point of entry, by
20 deeming identification as false. This is upon
21 presentation and prior to gaining access to the
22 gaming floor.

23 Q. And throughout your assignment at Wind
24 Creek, have you noticed any patterns or trends in the
25 criminal offenses occurring at the property?

1 A. No, not to any serious level or degree.

2 Q. Okay.

3 And are you aware of any issues or
4 concerns that would negatively impact Wind Creek
5 Casino's suitability for continued licensure?

6 A. No, not at all.

7 ATTORNEY FOGLE: Thank you, Sergeant
8 Pressley. OEC has no further questions.

9 PRESIDING OFFICER: Okay.

10 I will turn to Wind Creek. Do you
11 have any questions for the Sergeant?

12 MR. RYAN: No.

13 PRESIDING OFFICER: And now, Board
14 members, do you have any questions for the Sergeant?
15 Okay, you're excused. Thank you.

16 ATTORNEY FOGLE: I will now turn our
17 presentation over to co-counsel.

18 ATTORNEY BIZUB: Good morning. Can
19 you hear me? Good morning, Shelby Bizub, Assistant
20 Enforcement Counsel. I would like to call - OEC
21 calls Lauren Sposato from the Board's Bureau of
22 Casino Compliance.

23 PRESIDING OFFICER: You have a lot
24 more cord on that if you want to pull it up very
25 close to you and you don't have to lean in.

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LAUREN SPOSATO,
CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
HAVING BEEN PREVIOUSLY SWORN, TESTIFIED AND SAID AS
FOLLOWS:

DIRECT EXAMINATION

BY ATTORNEY BIZUB:

Q. Please state and spell your full name.

A. Lauren Sposato, L-A-U-R-E-N,
S-P-O-S-A-T-O.

Q. And please state your employer and job
title.

A. Pennsylvania Gaming Control Board Casino
Compliance Supervisor.

Q. How long have you held the position of
casino compliance supervisor?

A. About three and a half years.

Q. And have you previously held any other
positions within the PA Gaming Control Board?

A. Yes, I was a Casino Compliance
Representative at Rivers Philly.

Q. What are your responsibilities as a Bureau
of Casino Compliance supervisor for Wind Creek?

1 A. I oversee the PGCB's Bureau of Casino
2 compliance staff located at Wind Creek. It includes
3 eight casino compliance representatives and a
4 technical field representative. I review and submit
5 daily and investigatory reports.

6 Q. What is the role of casino compliance
7 within the casino?

8 A. To ensure that Wind Creek adheres to the
9 PGCB's regulations and their approved internal
10 controls, and to document in a report any and all
11 events that are not in compliance.

12 Q. And can you describe the type of access
13 BCC has within Wind Creek?

14 A. BCC has full access to the surveillance
15 room and the count room. Casino compliance can
16 access the central control computer room with
17 authorization from the Department of Revenue.

18 Q. Can you describe the interactions between
19 the Department of Revenue and BCC?

20 A. Casino compliance works with the
21 Department of Revenue when changes to the casino
22 floor are performed to ensure connectivity to the
23 central control computer system.

24 Q. Were there any issues with connectivity
25 regarding the central control computer at Wind Creek?

1 A. No, there were not.

2 Q. Does the Bureau of Casino Compliance
3 interact with guests at the casino?

4 A. Yes.

5 Q. Does BCC respond to their complaints?

6 A. Yes.

7 Q. How so?

8 A. Complaints are either emailed through the
9 PGCB website or patrons can come to our office, which
10 is located on Wind Creek's casino floor. We
11 investigate their claim and inform the patron and the
12 casino of the outcome. A report is written to
13 document the investigation.

14 Q. Can you describe the relationship between
15 BCC and members of the Pennsylvania State Police?

16 A. Casino compliance and PSP have a very
17 close working relationship. We communicate on a
18 regular basis.

19 Q. Can you describe the relationship between
20 BCC and the casino staff?

21 A. Casino compliance and casino staff
22 communicate daily. Our office is notified of all
23 daily floor activity, patron incidents and employee
24 incidents. Wind Creek is transparent when it comes
25 to reporting any violations that are found. I meet

1 regularly with department directors and have
2 quarterly meetings with the GM and his executive
3 staff, along with my senior supervisor. During these
4 quarterly meetings, we discuss upcoming and current
5 projects and any issues that are occurring.

6 Q. Have casino staff been cooperative in
7 compliance reviews conducted by the Bureau of Casino
8 Compliance?

9 A. Yes.

10 Q. And are you familiar with the typical
11 regulatory issues found at Pennsylvania casinos in
12 general?

13 A. Yes.

14 Q. Are the regulatory issues that occur at
15 Wind Creek comparable to the regulatory issues found
16 at other PA casinos?

17 A. Yes, they are.

18 Q. And what is the most common offense at
19 Wind Creek?

20 A. So what has been touched on by Glenn in
21 depth, the most common offense would be unattended
22 minors. Wind Creek has a hotel and a mall attached
23 to the facility, which includes the food court that
24 opens up to the entrance to the gaming floor.

25 The security staff at Wind Creek, they're

1 aware of the problem areas, and through their
2 training of the security staff, unattended minors,
3 they're reunited with the guardians, and the adults
4 are educated with the law and Wind Creek's policy.
5 Wind Creek has also taken measures to post signs
6 which you saw pictures of throughout their property
7 stating that minors may not be unattended.

8 Q. Are there any issues or concerns that
9 would negatively impact Wind Creek suitability for
10 continued licensure?

11 A. No.

12 ATTORNEY BIZUB: Thank you.

13 PRESIDING OFFICER: Hold on. Any
14 questions from Wind Creek for the witness?

15 MR. RYAN: No questions.

16 PRESIDING OFFICER: Any from Board
17 members? No? Now you can go. Thank you.

18 ATTORNEY BIZUB: OEC will now call its
19 final witness, Nicholas Valvano, from the Board's
20 BIE.

21 ---

22 NICHOLAS VALVANO,
23 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
24 HAVING FIRST BEEN DULY SWORN, TESTIFIED AND SAID AS
25 FOLLOWS:

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DIRECT EXAMINATION

BY ATTORNEY BIZUB:

Q. Can you please state and spell your name for the record?

A. Yes, it's Nicholas Valvano,
N-I-C-H-O-L-A-S, V-A-L-V-A-N-O.

Q. And how are you currently employed?

A. I'm employed by the Pennsylvania Gaming Control Board as an investigator.

Q. Can you please describe your employment history with our agency?

A. Yes. I started as a casino compliance representative in 2007, where I was stationed at Mount Airy Casino. In 2010, I moved to the BIE as an investigator. And as recent as 2019, I was named Case Agent for Wind Creek Bethlehem.

Q. And can you please describe the main duties and responsibilities of an investigator?

A. Yes. So I conduct background investigations on any individual who's applying for a Gaming Level 2 Permit, Key Employee License, Principal License, as well as any company that wishes to conduct any business with our Pennsylvania

1 casinos. And I also conduct any miscellaneous
2 investigations that may relate to any regulatory
3 violations.

4 Q. And did you perform the investigation into
5 Wind Creek Bethlehem's application to renew its
6 Category 2 Slot Machine License?

7 A. I did.

8 Q. When did your investigation into Wind
9 Creek's renewal application begin?

10 A. That began in April of 2023.

11 Q. And can you provide a summary of the
12 investigation's scope?

13 A. Sure. My investigation detailed a review
14 and confirmation of the information contained in the
15 facility's application for renewal, conducted
16 searches and reviews for any tax liens, judgments,
17 civil litigation, criminal history regarding the
18 facility, conducted extensive reviews - or, sorry,
19 conducted extensive interviews with the Wind Creek
20 Bethlehem executive team, conducted searches and
21 reviews regarding the liquor license history with the
22 Pennsylvania Liquor Control Board, and after that was
23 completed, a detailed report was submitted on
24 September 14, 2023.

25 Q. And has the casino and management

1 cooperated with BIE's investigation?

2 A. Yes, they have.

3 Q. Is BIE's review into Wind Creek's renewal
4 application complete?

5 A. It's complete, yes.

6 Q. And based on your investigation, did you
7 find any areas of interest relating to Wind Creek's
8 renewal application?

9 A. My investigation yielded no areas of
10 interest.

11 Q. And did BIE discover anything that would
12 negatively impact Wind Creek's suitability for
13 continued licensure?

14 A. They have not. Or we have not, sorry.

15 ATTORNEY BIZUB: Thank you. I have no
16 further questions.

17 PRESIDING OFFICER: Any questions from
18 Wind Creek?

19 MR. RYAN: No questions.

20 PRESIDING OFFICER: Any questions from
21 Board members? Thank you.

22 ATTORNEY BIZUB: OEC has nothing
23 further in its presentation.

24 PRESIDING OFFICER: Okay. Okay.

25 We will now begin with the public

1 comment portion of our hearing. As I call your name,
2 if you will please come forward to the podium, the
3 microphone, and begin your remarks by stating and
4 spelling your name for the court reporter and who you
5 are and who you are here on behalf of to speak. And
6 you each have about five minutes to provide your
7 comments. And I'll let you know if you're getting
8 close to the end of your time so you can wrap up your
9 comments. Those that have registered to speak, if
10 you could stand right now and raise your right hand
11 to be sworn by the court reporter.

12 ---

13 WITNESSES SWORN EN MASSE

14 ---

15 PRESIDING OFFICER: Okay, thank you.
16 We will begin with my first speaker, Laura Collins,
17 from local government. I'm assuming the City of
18 Bethlehem.

19 MS. COLLINS: Yes. Good afternoon.
20 My name is Laura Collins, L-A-U-R-A, C-O-L-L-I-N-S.
21 I am pleased to be here on behalf of the City of
22 Bethlehem. I served in the mayor's administration.
23 I am our director of the Department of Community and
24 Economic Development. I also, as an aside on a
25 personal level, I am a Bethlehem resident, Bethlehem

1 native who's seen the evolution of the site and the
2 casino in many different capacities.

3 But, I'm here today as the Director of
4 Community and Economic Development. I would like to
5 offer into the record, a statement from Mayor
6 Reynolds, who is not able to be here today, but I'd
7 like to read that for you this afternoon.

8 He says, dear members of the Board, on
9 behalf of the City of Bethlehem, I would like to
10 offer my support for Wind Creek Bethlehem as it seeks
11 the Pennsylvania Gaming Control Board's renewal of
12 its Gaming License. When I joined Bethlehem City
13 council in 2008, it had been less than two months
14 since the first concrete had been poured on the site.
15 That was when - then when the Sands Casino Resort
16 Bethlehem.

17 It was also at that time when we as a
18 country were experiencing the beginnings of the Great
19 Recession. Despite such headwinds and now, under
20 Wind Creek's thoughtful management, the casino and
21 Wind Creek's overall operations have contributed
22 immensely to Bethlehem's revitalization. Wind Creek
23 runs successful operations that reliably perform at
24 high levels and provide top tier entertainment
25 experiences for residents and visitors alike.

1 Wind Creek's success contributes
2 significant and vital tax revenue to support the
3 city's budget and the region's economy. Wind Creek
4 also maintains and increases job opportunities, makes
5 contributions to Bethlehem's schools and nonprofit
6 community-based programs, and invests in new
7 development projects that spur further economic
8 development.

9 The past several years are replete
10 with examples of Wind Creek's commitment to Bethlehem
11 and strong collaboration with the city. As a top
12 employer in Bethlehem, Wind Creek has demonstrated a
13 commitment to creating and maintaining high quality
14 jobs and treating employees well. For instance, when
15 mandated business closures took place as a result of
16 the COVID-19 pandemic, Wind Creek pledged to keep
17 active, salaried and tipped employees, many of whom
18 live and have their families right here in Bethlehem,
19 compensated. An organization that beyond evaluating
20 its own return on investment, understands what it
21 means to build a strong community from the bottom up
22 is a partner that we value and who we wish to work
23 together with to capitalize on success in and for the
24 city.

25 Wind Creek's contributions also extend

1 beyond its employees. As noted by the organization,
2 the Wind Creek family is always looking for creative
3 ways to lift up our neighborhoods. This speaks to
4 the attraction that South Bethlehem now possesses as
5 a growing and vibrant hub for culture, the arts and
6 entertainment, and Wind Creek has had a direct role
7 in that evolution. Wind Creek makes financial
8 contributions to various school and community-based
9 organizations, and on the southside in particular,
10 that have supported growth and prosperity.

11 As a former steel town leveraging its
12 recovery, we also hope and believe Wind Creek will
13 continue to have an instrumental role in that
14 neighborhood's growth and in particular the
15 reimagining of the remainder of the former Bethlehem
16 steel site. Most recently, in July of 2023, Wind
17 Creek completed \$160 million expansion project, as
18 you've heard, employing local construction laborers,
19 creating over 50 new full-time jobs, and bringing
20 additional hotel rooms and a premier meeting space
21 that is now the largest event space in the Lehigh
22 Valley.

23 I will say it has kept us very busy
24 because so many statewide conventions are now
25 requiring our attendance. But this will only help to

1 increase tourists and professionals to the area and
2 keep more employees right here in their community.

3 Finally, through all of Wind Creek's
4 activities, the organization has worked willingly and
5 collaboratively with city staff and personnel in
6 various sectors, from economic development, to code
7 enforcement, to police and EMS. We're grateful for
8 the ongoing relationship with Wind Creek that has
9 allowed the casino and resort campus to operate
10 smoothly as part of the fabric of our community.

11 Building on the city's rich history,
12 Bethlehem exists as a desiring place to live, work
13 and play. Our tourism and hospitality sectors will
14 only continue to grow, but it is notably Wind Creek's
15 partnership, which will continue to influence our
16 community and economic development for years to come.
17 Therefore, I would respectfully ask for the license
18 of Wind Creek Bethlehem to be renewed. Sincerely,
19 Mayor J. William Reynolds. And that concludes my
20 remarks.

21 PRESIDING OFFICER: Thank you. Moving
22 on. Community groups Kassie Hilgert from the
23 ArtsQuest.

24 MS. HILGERT: My name is Kassie
25 Hilgert, K-A-S-S-I-E, H-I-L-G-E-R-T, President and

1 CEO of ArtsQuest. ArtsQuest is a Bethlehem-based
2 nonprofit whose mission is to provide access to
3 exceptional artistic, cultural and educational
4 experiences using arts and culture as key elements of
5 economic development for our urban communities.

6 ArtsQuest supports this mission via
7 the presentation of performing in visual arts, film
8 arts education classes and outreach, youth
9 programming and cultural events. Through festivals
10 such as our flagship Musikfest, which starts
11 tomorrow, by the way, if you're staying. And while
12 mostly free, tickets are available at the Wind Creek
13 Steel Stage, so please let me know.

14 The Banana Factory Arts Center and the
15 ArtsQuest Center at SteelStacks Arts and Cultural
16 Campus, our programming reaches nearly two million
17 people a year. Our programs and events, over 50
18 percent of what which are free to attend, have a
19 combined economic impact of more than \$136 million
20 annually in the region. Wind Creek, previously the
21 Sands, has been a strong supporter of ArtsQuest and
22 many other nonprofits in Bethlehem and the broader
23 region since the property opened in 2009.

24 Their commitment goes far beyond
25 financial support. Their leadership and employees

1 volunteer at numerous organizations and they convene
2 their neighbors on a regular basis to solicit
3 feedback and learn more about what we are each seeing
4 and dealing with on a daily basis. They serve on
5 numerous nonprofit Boards and in addition for
6 ArtsQuest, have also provided regular security
7 patrols of our campus and additional staff and
8 expertise to assist us with special projects as
9 needed.

10 We strongly support the relicensing of
11 Wind Creek. Thank you to the committee for your time
12 and consideration.

13 PRESIDING OFFICER: Thank you.
14 Raymond Santiago from the Hispanic Center of Lehigh
15 Valley.

16 MR. SANTIAGO: Hello. My name is
17 Raymond Santiago, R-A-Y-M-O-N-D, S-A-N-T-I-A-G-O.
18 And I'm the Executive Director of Hispanic Center
19 Lehigh Valley. Hispanic Center is a nonprofit
20 organization located right here in South Bethlehem.
21 We were founded in 1968 and our mission is to support
22 the growing Hispanic population in Bethlehem by
23 improving their quality of life. We do that by
24 empowering them to become more self-sufficient and we
25 promote an intercultural understanding.

1 On our site we have a senior center, a
2 food pantry that helps out over 3,000 people
3 annually. We have a social service program and also
4 a workforce development center. And I'm proud to say
5 that Wind Creek supports each and every one of those
6 areas, whether it be with their time or with their
7 treasure, and we're really thankful for all Wind
8 Creek employees.

9 So Bethlehem's Hispanic population is
10 approximately 30 percent, while our neighbor
11 Allentown is 54 percent. And Bethlehem ranks ninth
12 in Hispanic population in the State of Pennsylvania.
13 This highlights the importance of our work and our
14 community. Since 2012, our Hispanic center has been
15 proudly supported by Wind Creek Casino and its
16 predecessor, Sands Casino. Their contributions have
17 significantly impacted many lives in South Bethlehem,
18 particularly in areas of food access and meeting
19 basic needs.

20 But beyond the financial support, Wind
21 Creek team members organize annual food drives for
22 local pantries and consistently provide, in kind,
23 hygiene products to serve those most in need. And
24 just recently, I most mentioned before in regards to
25 hiring and retention, we host job fairs, and Wind

1 Creek has been a partner in our most recent job fairs
2 as well. So we're really proud of our relationship
3 with Wind Creek, and we look forward to continuing
4 our efforts to impact lives in our community. And
5 we're truly, truly thankful for that partnership.
6 Thank you.

7 PRESIDING OFFICER: David Ruth from
8 the Northampton Community College.

9 MR. RUTH: Good afternoon. I'm Dave
10 Ruth, D-A-V-I-D, R-U-T-H, and I'm the President of
11 Northampton Community College. Our college serves
12 nearly 30,000 students each year through its degree
13 training and workforce development programs. We are
14 the largest and most diverse college in the region,
15 and we exist to provide affordable access to a top-
16 quality college education and career training to area
17 residents from all backgrounds, regardless of their
18 economic means.

19 Now, unlike many of our private
20 college and university colleagues in the Lehigh
21 Valley that benefit from philanthropy of their
22 alumni, we rely heavily on the partnership and
23 generosity of community businesses and organizations
24 to support our success. And Wind Creek Bethlehem is
25 indeed one of those organizations. In fact, they

1 remain our largest corporate benefactor, something
2 that extends way back to 2006 when the property first
3 hosted the Lehigh Valley Food and Wine festival to
4 help fund scholarships for the college.

5 At that time, the property also relied
6 on NCC, our college, to perform customized training
7 for their casino staff to prepare them for a variety
8 of roles on the casino floor. Today, Wind Creek
9 continues to be a benevolent partner to the college,
10 and is also a top employment destination for our
11 hospitality and culinary program graduates. Just
12 last month, Wind Creek was the title sponsor for our
13 annual gala event that raised more than \$300,000 for
14 student scholarships, and this fall, they've
15 committed to be a sponsor of our annual golf
16 tournament, which also raises funds for student
17 scholarships as well.

18 Their support has allowed us to
19 provide more students with a life-changing college
20 education at Northampton Community College, 65
21 percent of whom are the first in their families to
22 attend college, and nearly 35 percent live at or
23 under the poverty line. Virtually all of them hold
24 down at least one job while taking classes, and quite
25 a few have two or even three jobs to help make ends

1 meet.

2 So our scholarship and financial aid
3 are indeed the lifeblood that allows these
4 individuals to find a path to successful future and
5 support the workforce needs of our region. Thanks to
6 Wind Creek, we've been able to help more students in
7 that process, so we highly value that partnership.
8 Are grateful for their generous support that impacts
9 so many members in this regional community. Thank
10 you.

11 PRESIDING OFFICER: Thank you.
12 Danysha Jones, the Victory House of the Lehigh
13 Valley.

14 MS. JONES: Good afternoon. My name
15 is Danysha Jones, D-A-N-Y-S-H-A, J-O-N-E-S, and I am
16 the Director of programs and services at Victory
17 House of Lehigh Valley.

18 So Victory House of Lehigh Valley is a
19 nonprofit shelter dedicated to providing emergency
20 shelter and transitional housing for veteran and
21 local homeless men. Our primary objective is to
22 offer safe housing while empowering our clients to
23 work, save money and transition to permanent housing.
24 Our clients receive comprehensive support from our
25 case managers who offer case management services, our

1 certified recovery specialist who aids clients in
2 recovery, and our nurse who assist with medication
3 and health concerns.

4 Wind Creek has been an invaluable
5 partner in our mission for many years. They have
6 consistently supported us by providing monthly
7 toiletries and contributing to our golf tournament.
8 Moreover, Wind Creek has been providing annual
9 support for our health center.

10 Our nurse has assisted 123 clients in
11 the past year. Healthcare is not as easy to access
12 while homeless, so once our clients are accepted into
13 our program, they meet with our nurse to discuss
14 prior health issues, current concerns, and our
15 assisted with establishing necessary healthcare
16 providers. Our nurse has been a key player in
17 helping individuals with not only small health
18 concerns, but she was able to step in when noticeable
19 symptoms of things such as cancer presented itself,
20 and even was proactive with getting a client seen
21 prior to what would have been a heart attack.

22 Wind Creek has also provided financial
23 assistance for our clients, securing housing, helping
24 with first month's rent or security deposits.
25 Overall, Wind Creek has been a tremendous support,

1 and we are deeply grateful for all they do to help us
2 impact the lives of veteran and local homeless men.

3 PRESIDING OFFICER: Thank you.
4 Trinidad Sierra-Pagan.

5 DR. SIERRA-PAGAN: Okay, thank you.
6 My name is Doctor Trinidad Sierra-Pagan,
7 T-R-I-N-I-D-A-D, S-I-E-R-R-A dash P-A-G-A-N. I am
8 reading the remarks of our principal at Donegan
9 Elementary School. I am the Assistant Principal at
10 Donegan. The principal is unavailable today.

11 Wind Creek has been a champion partner
12 of Donegan since 2012. As a community school on the
13 southside, the partnership between Donegan and Wind
14 Creek is key to our success. A community school
15 serves as the center of the neighborhood by providing
16 access to critical programs and services like
17 healthcare, mentoring, expanded learning programs,
18 adult education, and other services that support the
19 whole child, engage families, and strengthen the
20 entire community.

21 The support of Wind Creek partnership
22 allows us to provide these critical resources to our
23 students and families and equips us to reach towards
24 our school and district goals. With the support of
25 Wind Creek, we have been able to provide upwards of

1 25 afterschool programs each year for students during
2 the school day. Social emotional learning supports
3 such as mindfulness, affinity groups, and calming
4 rooms. We have Zenzo for our students during the day
5 if they need to just take a - take a break. And then
6 we have somebody that will work with them and work
7 with strategies in that room.

8 We also have family engagement events
9 such as our open house block party, our science and
10 math events, our literacy events. We have teacher
11 supports through back-to-school supplies drives, our
12 teacher appreciation opportunities. Coming up, we
13 have our Southside Stride, which is where teachers on
14 the south side, Broughal, Fountain Hill and Donegan,
15 we go and welcome our new students, our kindergarten
16 students, and our 6th grade students. Just prior to
17 school starting, we give them backpacks and we
18 welcome them to school.

19 We also attend educational field trip
20 - we have educational opportunities, field trip
21 opportunities aligned to our curriculum and teacher
22 supports. While we can't capture all of the things
23 that Wind Creek helps just on this piece of paper,
24 with the partnerships and all of the volunteers that
25 they have coming up to our school, with them coming

1 in and reading to our students, just spending time
2 with our students, we're just so grateful for the
3 partnership and the students recognize a lot of the
4 people that come into our school from Wind Creek by
5 name.

6 And we just thank Wind Creek for the
7 many years, and we look forward to the many years to
8 come. Thank you.

9 PRESIDING OFFICER: Thank you. And
10 finally, Donna Taggart.

11 MS. TAGGART: Good afternoon. My name
12 is Donna Taggart, D-O-N-N-A, T-A-G-G-A-R-T. I'm
13 President of Taggart Associates, a small business
14 certified by the Commonwealth of Pennsylvania through
15 the Department of General Services. Our offices are
16 located right here in South Bethlehem.

17 I've been fortunate to serve as a
18 community outreach liaison for this property since
19 2006. The Las Vegas Sands Corporation originally
20 contracted our services prior to being awarded one of
21 the gaming licenses, recognizing the importance of
22 building strong partnerships in the community, and
23 those partnerships continue to remain strong, a
24 strong priority today under the Wind Creek ownership.

25 I appreciate the opportunity to speak

1 with you this morning about the key strategic
2 partnerships that we've developed that help support
3 the community while at the same time help Wind Creek
4 accomplish their goals. Julia referenced some of it.
5 So did Mike. You've already heard from several of
6 our community partners as part of this hearing,
7 sharing some of the strong partnerships that have
8 continued over the last 17 years and the positive
9 results that they're creating in our community.

10 Many of those relationships were
11 established very on as the property contributed
12 \$118,000 to 15 local nonprofits as part of the test
13 days prior to opening the casino. In the transition
14 from Las Vegas Sands to Wind Creek, the leadership
15 remained the same, as well as the focus on sustaining
16 the strong relationships that have been built with
17 our community partners.

18 Wind Creek continues to support
19 various local nonprofit organizations with monetary
20 contributions as well as placing team members on
21 their Boards, participating in community events, as
22 you've heard, such as walks, cleanup events, building
23 community gardens, reading, serving breakfast in our
24 local elementary school, providing gift certificate
25 donations for silent auctions at fundraising events,

1 or providing meeting space in their hotel or
2 restaurants for nonprofit events. Wind Creek
3 employees have organized food, book, school supply
4 and clothing drives, provided speakers for
5 fundraising events.

6 As part of Wind Creek Bethlehem's
7 mission to give back to the community, it regularly
8 repurposes many of its items, mainly from its hotel
9 and restaurant operations. Since 2016, beginning as
10 Sands Bethlehem and continuing as Wind Creek
11 Bethlehem, we repurposed more than 130,500 partial
12 rolls of toilet paper. In addition, we continue to
13 donate hotel linens and towels. Since 2015, we
14 donated over 209,000 items. These donations were
15 welcomed monthly by local organizations including the
16 Hispanic Center Food Pantry, Victory House, New
17 Bethany Ministries, Bethlehem Women of Excellence,
18 Lehigh Conference of Churches and Haven House.

19 We have an organization called Simple
20 Quilts that takes our donated linens, recycles them
21 into hand knotted quilts, which are distributed to
22 local shelters. We added the new grant source three
23 years ago, the T-R-U-T-I-T-O slot voucher donation
24 program, where our guests have the option of donating
25 their slot vouchers instead of redeeming them. Since

1 the program began, it has generated an additional
2 \$245,000 that we've been able to distribute to our
3 community partners.

4 As Mike talked about earlier, Wind
5 Creek has also invested a significant amount of time
6 and resources into the area of responsible gaming,
7 not only to train their team members, but also to
8 train the community. To accomplish this, they've
9 established a strong partnership with the
10 Pennsylvania Council on Compulsive Gambling, which
11 provides the professional trainers for all seminars
12 offered by Wind Creek.

13 Trainers from the counsel conduct
14 workshop twice a year for our local professional
15 counseling community, fully underwritten by Wind
16 Creek. The only cost to attendees is if they want
17 continuing education credits, which are underwritten
18 by the Lehigh Valley Chapter of the National
19 Association of Social Workers, my firm coordinates
20 this training on behalf of Wind Creek.

21 We began offering the training in
22 2006, prior to the license being awarded to the
23 property. And in response to attendee feedback we
24 expanded our workshops over the last five years to
25 include training in dealing with the more at risk

1 populations of youth and older adults, as well as
2 offering specialized training including problem
3 gambling and ethics, online gambling, harm reduction
4 and co-occurring disorders.

5 To date, over 4,000 professionals have
6 been involved in these courses. Most of them are
7 from the Lehigh Valley, but we do have professionals
8 traveling from the Philadelphia area and northeast
9 Pennsylvania to attend the trainings.

10 Wind Creek has been an extraordinary
11 partner since they purchased the property in 2019.
12 When gaming was first approved in Pennsylvania, I
13 witnessed firsthand the concern many citizens had
14 about the negative impact a casino might have in our
15 community. In response, Sands both reactively and
16 proactively responded, alleviating most of those
17 initial concerns by forging strong strategic
18 partnerships and creating over 1,600 jobs for our
19 community.

20 Those partnerships have continued with
21 Wind Creek. They're a model corporation for
22 community involvement and employment practices here
23 in the Lehigh Valley. Thank you for your time.

24 PRESIDING OFFICER: Thank you. That
25 is the last name I had registered. Is there anyone

1 here who thought they registered and I have not
2 called your name? Seeing none, I will move on.

3 The Board has not received any written
4 comments from either through our registration system,
5 via email or U.S. mail, so there are none to enter
6 into the record at this time. I will now turn to
7 Wind Creek. Do you have any closing remarks you'd
8 like to make?

9 MR. RYAN: I'd just like to thank
10 everybody that took the time today to come out on our
11 behalf. I want to especially thank Commissioners,
12 PGCB, everybody for your flexibility in changing
13 dates and coming back up to Bethlehem again. We just
14 really appreciate the opportunity to speak to you
15 today and I hope through our presentation you can see
16 and you can feel our deep commitment to not only
17 PGCB, but to our team members and the community.

18 It really means a lot to us and I feel
19 very lucky to be part of this company, part of this
20 community, and I'm very thankful to have my
21 leadership team here with me today. Could not do
22 this without them. So thank you guys for your time.
23 Looking forward to Harrisburg.

24 PRESIDING OFFICER: Thank you.
25 Enforcement counsel, any closing remarks?

1 ATTORNEY FOGLE: No, Director. Just
2 wanted to thank you for your time and attention.

3 PRESIDING OFFICER: Okay.

4 The record will remain open until the
5 Board hears the matter at a later public Board
6 meeting. I'll prepare a summary report to the Board
7 of today's events, and that report, as well as the
8 transcript of today's hearing and all the submitted
9 exhibits, will be forwarded to the Board, to all
10 Board members, for their consideration before they
11 hear it at a future public Board meeting.

12 I want to thank the City of Bethlehem
13 and its staff for hosting us here today and an
14 aborted try a month ago and their cooperation in
15 helping us figure that out when all that was
16 happening and the reschedule for today. I also want
17 to thank you all for showing up at the rescheduled
18 date. I know Bethlehem is going to be busy the next
19 ten days with the Musikfest, and I think most of you
20 are probably involved in that some way or the other.

21 So thank you for taking time today to
22 come and speak with us. The hearing is now
23 adjourned and we'll see you all later. Thank you.

24 * * * * *

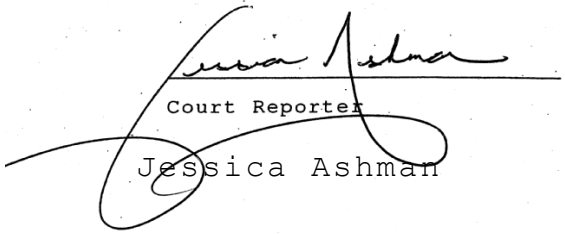
25 HEARING CONCLUDED AT 12:37 P.M.

CERTIFICATE

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I hereby certify that the foregoing proceedings,
hearing held before Presiding Officer Lloyd was
reported by me on 7/31/24 and that I, Jessica Ashman,
read this transcript and that I attest that this
transcript is a true and accurate record of the
proceeding.

Dated the 21st day of August, 2024


Court Reporter
Jessica Ashman