

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: RENEWAL APPLICATION OF MOUNTAINVIEW  
THOROUGHBRED RACING ASSOCIATION d/b/a HOLLYWOOD  
CASINO AT PENN NATIONAL RACE COURSE

\* \* \* \* \*

HEARING

\* \* \* \* \*

BEFORE: Linda S. Lloyd, Presiding Officer  
Denise J. Smyler, Chair  
Frank Dermody, Commissioner  
David Hickernell, Commissioner

HEARING: Wednesday, August 28, 2024  
10:31 a.m.

LOCATION: East Hanover Township Municipal Building  
8848 Jonestown Road  
Grantville, PA 17028

WITNESSES: Tony Frabbiele, Michele Collins, Kim  
Rego, Alex Hvizda, Sergeant William Snow, Trevor  
Hassenbein, Elizabeth Kotzmoyer, Ben H. Nolt, Grant  
Alan Garland

Reporter: Rachel Wilbur-Adams

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PRESIDING OFFICER: Good morning, everyone. I was going to tell you to take your seats, but -. I'm Linda Lloyd. I'm the Presiding Officer assigned by the Board to conduct this portion of the Category-1 License Renewal Hearing for Mountainview Thoroughbred Racing, doing business as, Hollywood Casino at Penn National.

Before we begin, if we could please all turn off our cell phones or turn them to vibrate so we don't interrupt our speakers today. I would also like to remind everyone that the proceeding is being recorded today by a court reporter over here to my left, and it's also being recorded via video and streamed live at the moment on the Board's website. In the future, desire to watch this all over again, it will be up on our website for your viewing pleasure.

As the presiding officer, I call this hearing to order. The date is Wednesday, August 28, 2024. The time is 10:31 and the location is the East Hanover Township Municipal Building at 8848 Jonestown Road in Grantville, Pennsylvania.

Pennsylvania Racehorse Development

1 Gaming Act, as amended, requires in Section 1326  
2 that an operator's license shall be subject to  
3 renewal by the Board every five years. This License  
4 Renewal Public Input Hearing is convened pursuant to  
5 a mandate found in Section 1205 that requires, as  
6 part of the renewal process, that a public hearing  
7 be held in the municipality where the licensed  
8 facility is located.

9                   This public hearing was advertised on  
10 the Board's website, announced by the Board Chair at  
11 public Board meetings and advertised in local  
12 newspapers and Board Members present for today's  
13 hearing are, to my immediate right, our Chair Denise  
14 Smyler, and to my left, Commissioners Frank Dermody  
15 and David Hickernell.

16                   The hearing will begin with a  
17 presentation by Penn National, and after that  
18 presentation, our Office of Enforcement Counsel and  
19 the Board will have an opportunity, witnesses  
20 questions, and after that is concluded, the OEC will  
21 make its presentation again with the Board and  
22 Counsel for Penn national having the opportunity to  
23 ask questions of the witnesses.

24                   At the close of this testimony and  
25 evidence from the parties. Those individuals who



1 have registered to speak today at the hearing,  
2 during the public comment period, will have their  
3 name called and all public speakers will provide  
4 five minutes to provide their thoughts regarding the  
5 license renewal. Following the close of the public  
6 comment period, Penn National and OEC will have the  
7 opportunity for a short closing statement.

8 So, now if I can have all witnesses  
9 from Penn National and the OEC who are going to  
10 testify, you could stand and raise your right hand  
11 to be sworn by the Court Reporter.

12 ---

13 (WHEREUPON, WITNESSES SWORN EN MASSE.)

14 ---

15 COURT REPORTER: Thank you. You can  
16 all lower your hand, and just before you start  
17 speaking, please just state and spell your name for  
18 me. Thank you.

19 CHAIR SMYLER: That's my line. I was  
20 just going to tell them that.

21 PRESIDING OFFICER: And please try to  
22 speak into the microphone so it picks up on our  
23 audio and video recording, as well as for everyone  
24 in the room. So, Penn National?

25 ATTORNEY KING: Madam chair, Members

1 of the Gaming Board, good morning. Adrian King,  
2 it's A-D-R-I-A-N, King, K-I-N-G, from the Ballard  
3 Spahr firm, B-A-L-L-A-R-D, S-P-A-H-R. I'm here on  
4 behalf of Mountainview Thoroughbred Racing  
5 Association, and today, the Hollywood Casino at Penn  
6 National Race Course. Very pleased to be here today  
7 in connection with the renewal of our Category-1  
8 slot license.

9 With me here today is the team from  
10 the casino, who I suspect you may remember from last  
11 week, but to my immediate right, Alex Hvizda,  
12 H-V-I-Z-D-A, who is the Regional Director of  
13 Compliance. And just going along here, Tony  
14 Frabbiele, F-R-A-B-B-I-E-L-E. He's the Vice  
15 President and General Manager of the property.  
16 Michele Collins, C-O-L-L-I-N-S, Vice President and  
17 Assistant General Manager and Kim Rego, R-E-G-O,  
18 who's the Vice President of Human Resources.

19 So, I'm going to get out of the way  
20 here and immediately turn this over tony and his  
21 team. They're going to walk you through this  
22 PowerPoint, and then we'll move through the process.  
23 Tony?

24 MR. FRABBIELE: Thank you, Adrian.  
25 Madam Chair, Members of the board, East Hanover

1 Township, thank you for hosting us today and your  
2 accommodations. It's truly appreciated. What I  
3 would like to start off with is just a brief  
4 overview and introduction of our Executive Team,  
5 most of which are here today, either, as Adrian  
6 mentioned, up here testifying with us, or in the  
7 audience.

8                   One position we do have open  
9 currently is our CFO/VP of Finance. We are  
10 conducting a search and are very close to hopefully  
11 getting that position solidified and back on board  
12 with us very soon. So, I'd like to start off  
13 talking about, I think, moving forward from the  
14 Gaming Act of 2017 and where we are today, and  
15 really the five-year period from our last license  
16 renewal and all that's transpired, which is quite a  
17 lot.

18                   Not only did we have the pandemic,  
19 which changed our business in a lot of ways, but at  
20 Penn, we were, I think, industry leaders in going in  
21 and taking the opportunity to lead in Cat-4's (sic)  
22 and innovative ways of continuing to grow gaming  
23 across the commonwealth. We were the first Licensee  
24 of a Cat-4 four. Our bid for our York property, \$50  
25 million, the highest bid on record for Pennsylvania,

1 was led through our efforts.

2           We were the first operator to take a  
3 legal sports bet inside of the Commonwealth at our  
4 property. We were the first to launch an iCasino  
5 app with our HollywoodCasino.com. We were also the  
6 first one to bring it into the Apple Store. We also  
7 are the only casino operator to partner in the VGT  
8 operations with Rutter's and T.A. over 30 locations  
9 that we support now, across the Commonwealth.

10           We also have another Cat-4 that we  
11 opened up in Morgantown with a license that we won  
12 over in that part of the state in Berks County. We  
13 also brought on live dealer casinos and have  
14 partnered with the PGCB in bringing new innovative  
15 technology like cashless wagering and being the  
16 first in the state to do that.

17           So, we really pride ourselves in  
18 doing things that are new, innovative and add value  
19 not only to the revenues that we generate for the  
20 Commonwealth, but also our customers and  
21 shareholders of our company.

22           Our property, as you know, has been  
23 around for over 50 years and we are almost in our  
24 into 17 years as a casino operator. So, we've had -  
25 we've had a nice history here in Grantville and we

1 continue to reinvest to make sure that our property  
2 stays fresh and we have a great offering for those  
3 that come to visit it.

4           With our Sportsbook investment, we  
5 were \$6.3 million into that operation, which we  
6 believe is one of the marquee sportsbook assets  
7 across the Commonwealth and something that we're  
8 very proud of and has been a nice addition to the  
9 property. And then on the maintenance side, we've  
10 just recently, in 2023, wrapped up our carpet  
11 replacement to put fresh carpet back into the  
12 property. And we are currently underway and almost  
13 concluding our manganese filtration system at the  
14 property, which will improve the water quality that  
15 we have. We are on a well system here in Grantville  
16 and we also have our own water treatment facility.

17           So, we take that very seriously and  
18 want to make sure that we do everything to offer the  
19 best that we can back to our community with those  
20 facilities and utilities. And we're not stopping  
21 there. We're continuing to find ways and I'm  
22 optimistic that I'll have more to share with you on  
23 those fronts as we look to be more energy efficient  
24 and be more green as an operator in the casino space  
25 and lead the way there as well.

1                   By the numbers, I think you can all  
2 see, you know, how much gross revenues we've  
3 generated since 2008 and the amount of taxes that we  
4 paid, which is, I think, in a very impressive number  
5 that has come back to the Commonwealth.

6                   Some of the things that I'm  
7 particularly proud of and one of the biggest reasons  
8 why I love working in Pennsylvania industry is what  
9 we see in reinvestment back in our communities  
10 through our local share assessment. You see that  
11 around Grantville with our fire station. You saw it  
12 when I was and Meadows back there, in the fire  
13 station that we helped build back in that side. And  
14 also how that money is deployed across Dauphin and  
15 Lebanon County to support small businesses that  
16 really need that boost in order to get going.

17                   Over \$280 million has been put out to  
18 assist those in Dauphin and Lebanon County, which is  
19 a phenomenal thing. And as Alex gets into his  
20 presentation, we don't stop there, as you'll hear  
21 from the philanthropic efforts that we take  
22 seriously inside of communities that we work in, in  
23 order to make sure that we do what we can to make  
24 the Greater Dauphin County and Grantville area a  
25 better place to live.

1 I'm also proud of the amount of wages  
2 and health benefits that we've spent over the years  
3 in order to make better jobs and better lives to  
4 those that live and work in our property and in the  
5 horse racing community. I think those are the  
6 things that I would like to call out of those  
7 numbers and we'd be happy to answer any questions  
8 that you have later.

9 The other point that I would like  
10 touch on before moving on is on our vendor spend.  
11 We spend about \$12 million annually in purchases and  
12 we have about 64 different minority business and  
13 women-owned businesses that we've used over the past  
14 five years that we like to partner with. And our  
15 procurement team has done a phenomenal job in  
16 finding those partners and utilizing them at every  
17 opportunity we can, whether it's in our construction  
18 projects or the everyday purchases that we have  
19 across the property or in some of our HR and team  
20 member events, we try to find every window of  
21 opportunity to be able to support those businesses  
22 that truly are in need.

23 We are also proud sponsors of  
24 following organization the Women's Business  
25 Enterprise National Counsel, National Minority

1 Supplier Diversity Counsel, U.S. Pacific Islander  
2 and Asian Chamber, the U.S. Black Chamber, National  
3 Gay and Lesbian Chamber, the U.S. Hispanic Chamber,  
4 and the National Veteran-Owned Business  
5 Administration.

6           And to further the point on the  
7 veteran side, we do a lot that you'll hear about  
8 with our Penn Hero stage that Michele will tell you  
9 about later today, and we gave over \$100,000 back to  
10 Pennsylvania veterans in the past two years to  
11 support PA veterans in need.

12           So, I would like to turn to the state  
13 of the Commonwealth from a gaming perspective and  
14 really focus on how it's changed from 2018 Fiscal  
15 Year, 2018-2019 to Fiscal Year '23 and '24. In  
16 2018-2019, which is when I entered into the state  
17 and working in Pennsylvania 99 percent of our  
18 revenues were generated by brick and mortar casinos.

19           And then as we saw through the  
20 opening of the Gaming Act and the addition of sports  
21 wagering, iCasino VGTs, the landscape has changed  
22 quite a bit and brick and mortar casinos now are 58  
23 percent of that revenue mix and 41 percent is coming  
24 from what we can track on those online entities,  
25 VGTs and other areas.



1                   And when you look at that business,  
2 and what we've been able to see inside of our  
3 database is that is mostly accretive. And we  
4 brought a new customer into gaming, which is good to  
5 see in the 21 to 34 segment, and customers that we  
6 typically don't see as much and as frequent inside  
7 of our brick and mortar casinos. Yet, you know, we  
8 do not see the growth coming out of all the  
9 additions to our brick and mortar facilities. So,  
10 it leads us to ask the question, well, why is that?

11                   Well, when we look at VGTs, we know  
12 there are about 75 of those locations within about a  
13 - within our - that we operate. There's a total of  
14 about 375 VGTs across the state. There's only one  
15 real VGT location that's within a ten-mile radius to  
16 PNR, and that has five units, which is what the  
17 maximum allowed in a location for VGTs.

18                   So, when we look at what could be  
19 also putting pressure on gaming, we look to skill  
20 games. And we recently conducted a search, and Alex  
21 led this search around a ten-mile radius of our  
22 property and what we found was over 77 locations and  
23 325 accounting skill games. And some of those are  
24 in parlors that have upwards of ten games. And  
25 we've seen them in convenience stores, we've seen

1 them in restaurants and taverns. And as you know,  
2 they are untaxed, unregulated, and we continue to  
3 see them expand.

4           Since our survey, we've discovered  
5 that Turkey Hill minimart locations are adding -  
6 which is owned by EG America. We also have seen  
7 them go into another operation that lives, or that's  
8 within a ten-mile radius of PNR. So, it continues  
9 to grow, and we don't know how much it's growing.  
10 So, we just wanted to highlight again, skill games  
11 and its position in the state and how much  
12 competition of that we face out there.

13           That is really unknown to a certain  
14 degree how much impact it's having in our business,  
15 but we know it's having some effect. And as of last  
16 week, some of you were there in our Petition. And  
17 we believe that's a big reason why we continue to  
18 see pressure on the slot side of our business. And  
19 we're leading the way and trying to reimagine our  
20 business and reposition it to be more competitive in  
21 the market.

22           And with that, I'll turn it to  
23 Michele Collins so she can talk about our operations  
24 and what we're doing on that front.

25           MS. COLLINS: Thank you, Tony. Good

1 morning. As Tony mentioned, I will be talking about  
2 the operation side of the business and as we discuss  
3 the impact of gaming expansion and skill games, it  
4 is clear that slots have been the most affected.

5           If you look at this graph here that  
6 is on the slide, you'll see the decline that PNRC  
7 particularly has started to see. In response to  
8 that, we have recently been granted approval to  
9 reduce the number of slot machines to 1,532.  
10 Despite this reduction, our commitment to providing  
11 a wide variety of games for players has not wavered.  
12 We continue to allocate capital funds each year on  
13 new slots to ensure that our floor has all of the  
14 games that our players are looking for.

15           In addition to this, we have been  
16 reconfiguring our floor layout, which is also  
17 highlighted here to provide space between slot banks  
18 and wider aisles, creating a more intuitive layout  
19 for our players to quickly find their desired  
20 machine and create the social environment that  
21 they're looking for while they are gaming.

22           Furthermore, we have made efforts to  
23 move and shrink our smoking sections to the back  
24 corners of the casino, providing a more comfortable  
25 environment for all patrons. These changes aim to

1 enhance the overall gaming experience for everyone  
2 who walks through our doors.

3                   Moving on to table games. While the  
4 market for table games has also shown declines as  
5 gaming becomes more segmented, this rate of decline  
6 is not as significant as we have seen with slots  
7 indicating the possible impact of skill games on  
8 slots. In response to this trend, our focus in  
9 recent years has been on moving all table games to  
10 the front of the building, creating a more energetic  
11 atmosphere as soon as you enter the casino.

12                   We have also introduced new games and  
13 wagering options to keep our game offerings fresh  
14 and exciting. This includes DJ Wildcard Poker,  
15 bonus craps, inner block hybrid craps and five  
16 treasures to wager on Mini Bacc (sic).

17                   Additionally, we are proud to be the  
18 first state to offer a statewide table game  
19 progressive. This is available at PNR York,  
20 Morgantown and the Meadows. Since its launch in  
21 December of 2022, this progressive has been  
22 significant amounts wagered and won, with three of  
23 the largest jackpots occurring at our Meadows  
24 property and the most recent being a five card  
25 jackpot of \$837,000.

1                   These advancements in our table game  
2 offerings aim to entice players with the new and  
3 exciting opportunities to try their luck and win  
4 big.

5                   Next, we'll move into sports  
6 wagering, but first, as Tony mentioned earlier, the  
7 first legal sports wager in Pennsylvania was taken  
8 at PNRG on November 17th, 2018, making a significant  
9 milestone for the state. Following this event, we  
10 saw an immediate increase in foot traffic, including  
11 visitors from out of state eager to participate in  
12 the excitement of legal sports betting.

13                   In the third quarter of 2019, we  
14 introduced online sports betting, expanding our  
15 offerings to reach a wider audience. However, since  
16 its inception, retail sports bidding business has  
17 experienced sedation. To address this challenge and  
18 create a truly unique experience for our patrons, we  
19 have been working diligently on creating an  
20 entertainment experience for those who come in to  
21 wager on the property.

22                   This includes a recent partnership  
23 with the Phillies. I apologize for the pause there.  
24 I was worried I would say Red Sox because I'm from -  
25 I'm from New England, so I wanted to say it right,

1 the Phillies Red - oh, my -. I'm just going to keep  
2 going.

3 All right.

4 So, anyway, we are hosting food  
5 eating contests, providing comfortable lounge chairs  
6 for optimal viewing, and offering a variety of yard  
7 games and contests to engage our audience. These  
8 efforts aim to provide a compelling reason for  
9 sports fans to choose our venue as their preferred  
10 destination to watch the game, cultivating a vibrant  
11 and engaging atmosphere for them to visit.

12 Next, I'm going to talk through the  
13 VGT business. Currently, our operation includes 31  
14 locations, each equipped with five gaming terminals,  
15 23 Rutter's location and eight T.A. Our first  
16 location opened on August 15, 2019 in partnership  
17 with Rutter's in York. A significant portion of our  
18 statewide VGT gross revenue since 2019 can be  
19 attributed to the Rutter's, accounting over 58  
20 percent of the total.

21 Marquee, our establishment, employs  
22 15 individuals at these stores. We have observed  
23 the decline in revenue at these locations as well.  
24 As you can see from the graph, despite us increasing  
25 the locations, we are starting to see a decline in

1 revenue, indicating the impact again on skill games  
2 of our operation. This serves as evidence that the  
3 landscape of gaming is evolving and we are  
4 continuously adapting to meet the changing demands  
5 for our customers in the market.

6                   One thing to highlight on this slide  
7 is the bottom right-hand side is an example of a  
8 slot machine, a VGT and a skill game. So, as you  
9 can see from a customer perspective, it really  
10 doesn't look much difference. So, when they're  
11 looking to game, it's likely that they're going -  
12 it's not gonna' (sic) matter to them where they're  
13 going to play.

14                   As it relates to racing, the health  
15 of live horse racing is closely tied to the revenue  
16 generated from slots. As slot revenues have  
17 declined due to the market segmentation and the rise  
18 of skill games, the amount transferred to the  
19 Pennsylvania Racehorse Development Fund has  
20 decreased significantly by 42 percent from Fiscal  
21 Year '18-'19 to Fiscal Year '23 and '24. In order  
22 to maintain stable purses for horse racing, we have  
23 been forced to reduce the number of racing days each  
24 year.

25                   One notable event, Penn Mile,

1 featured Hall of Fame Jockeys Frankie Dettori and  
2 Javier Castellano, and achieved a record handle of  
3 \$5.7 million. In partnership with the HBPA, we also  
4 introduced unique exhibition races such as camels,  
5 ostriches and zebras, drawing a crowd of over 8,000  
6 people, which was a record setting attendance for  
7 us.

8                   Additionally, we host a variety of  
9 community events and upcoming we have Community Day,  
10 Fan Appreciation Night, Pink Out Night, and Penn  
11 Heroes Night, all aimed at creating a vibrant and  
12 engaging atmosphere at the racetrack. These  
13 initiatives are essential in ensuring the continued  
14 success and growth of live horse racing in  
15 Pennsylvania.

16                   As the gaming landscape continues to  
17 evolve with increasing number of options for  
18 players, we remain committed to creating innovative  
19 events and experiences to attract new customers to  
20 the casino.

21                   One of our recent successful  
22 initiatives is the Hollywood Outdoor Concert Series,  
23 now in its fourth year. Recently, we celebrated the  
24 first sellout showcasing our commitment. Oh, I'm  
25 sorry. Notably, for every ticket that we sell, \$2



1 of each sale is dedicated to the Pennsylvania  
2 Veterans Fund Trust. We recently had our first  
3 sold-out show of over 5,000 attendees and this was  
4 for Sam Hunt just a few weekends ago.

5 Over the past four years, we have  
6 welcomed nearly 100,000 visitors to these concerts,  
7 with many coming outside of the Dauphin County,  
8 highlighting the draw and appeal to art events. In  
9 addition to the concert series, we offer unique pop  
10 up experiences such as our recent Taylor Swift-  
11 inspired Lavender Haze and our Rock On pop up that  
12 is in line with our concert series, providing guests  
13 with a dynamic and engaging activity beyond just  
14 traditional gaming.

15 Furthermore, our Lantern Festival  
16 captures the imagination of visitors, offering a  
17 memorable and enhancing experience at our casino.  
18 These events and experiences are designed not only  
19 to entertain and engage our patrons, but also to  
20 showcase our commitment to providing exceptional  
21 entertainment and community focused initiatives.  
22 And with that, I will turn it over to Kim Rego

23 MS. REGO: Thanks Michele.

24 Currently, we have 657 team members, plus 84  
25 additional seasonal outdoor event reps and

1 stagehands, 99 percent of which are PA residents, 38  
2 percent are female, 24 percent are racial  
3 minorities, 68 percent are full time and 32 percent  
4 are part time. As compared to December of 2018, we  
5 have 33 percent fewer team members as the business  
6 has contracted due to market segmentation.

7 Penn Interactive is the only iGaming  
8 company based in PA, whereas, 99 percent of land-  
9 based gaming employees are PA residents. Only 27  
10 percent of Penn Interactive's employees are PA  
11 residents, and that is likely by far the highest of  
12 any iGaming operator. Land-based gaming creates  
13 more Pennsylvania jobs than any form of expanded  
14 gaming.

15 While we are smaller than were in  
16 2018, we are more diverse. Our racial minority went  
17 from 20 percent to 24 percent as compared to Dauphin  
18 and Lebanon Counties combined. We have 100 percent  
19 PA residents, 51 percent female and 30 percent  
20 racial minority. For exempt professionals, 2018  
21 versus 2024, women went from 31 percent to 36  
22 percent and racial minorities from 10 percent to 16  
23 percent.

24 Over the years, we have improved our  
25 workforce development opportunities. Penn Women is

1 a group of committed leaders who diligently work to  
2 equip others with the tools that foster networking,  
3 bolster confidence, and cultivate leadership skills.  
4 Our Emerging Leaders Program aims to equip inspiring  
5 team members with the skills to take the next step  
6 to become a supervisor or manager.

7           Additionally, we offer multiple free  
8 training opportunities and certifications and  
9 security to encourage retention. Our turnover did  
10 spike in 2022 to 2023, as did many organizations,  
11 largely due to macro trends with wage increases in  
12 remote working. There's no public transportation  
13 from Harrisburg, Lebanon Counties to Grantville, but  
14 we have been working with Commute PA to help  
15 commuters explore transportation options.

16           At Penn National Race Course, we want  
17 team members to find their fun and create monthly  
18 activities and challenges. We have several annual  
19 events where we incorporate team member families  
20 with these events, such as with our Penn Fest in the  
21 spring, summer outing, Halloween and our Winter  
22 Wonderland.

23           With that, I'll turn it over to Alex  
24 Hvizda to discuss our community.

25           MR. HVIZDA: All right. Good

1 morning, Madam Chair, Members of the Board.  
2 Regarding our community contributions, you can see  
3 there in the chart on the left that over the last  
4 several years, we have exponentially increased our  
5 charitable contributions. The dark green bar is  
6 cash contributions and the light green is in-kind.  
7 And that is because we - whatever events we're  
8 doing, we're always thinking of how can we add a  
9 charity component to it?

10                   So, as Michele mentioned, with the  
11 concert series, we donate \$2 from every ticket sold  
12 to the Pennsylvania Veterans Trust Fund. We also  
13 use those tickets to provide experiences for  
14 individuals. So, in April, we had the opportunity  
15 to meet with Vista Autism Services just outside of  
16 Hershey and tour their facility and learn about  
17 their struggles and challenges. So, Vista provides  
18 a learning environment for individuals on the  
19 moderate to severe side of the autism spectrum, and  
20 it's something that's very close to all of us,  
21 including Tony here, whose son is on the spectrum.

22                   And while we don't want to do  
23 anything directly with children for responsible  
24 gaming reasons, we learned about their high burnout  
25 rate amongst teacher and staff members, because

1 while it's a very rewarding job, it's also a very  
2 difficult job. So, we got creative and we figured  
3 we would give every staff member, all faculty and  
4 staff, all 355 of them, two tickets to any one of  
5 our concerts so that they could have a night out to  
6 relax and enjoy themselves.

7           Some of our partner organizations, we  
8 try to partner with first responders, with women's  
9 health, with other health - with food security, and  
10 with other health organizations. So, Grantville  
11 Fire Company, who you'll hear from later today, over  
12 the years, we've donated over 150,000 to them.  
13 They've been instrumental in helping us with the  
14 non-gaming activities we're doing, such as concerts,  
15 getting everybody in safely, getting them parked,  
16 and then getting them back out safely.

17           As I mentioned, the PA Veterans Trust  
18 Fund, we started working with them because they have  
19 the facilities and the resources to vet all the  
20 various different charities, veterans organizations  
21 that are out there. One of which - well, let me -  
22 I'll come back to that one.

23           The Central Pennsylvania Food Bank.  
24 We've been working with them for years. They're  
25 featured along with Pennsylvania Veterans Trust

1 Fund. On our ticket redemption units, where you can  
2 donate the leftover change from your slot tickets  
3 right through the unit, and it goes directly to  
4 these organizations.

5 We've been working with the PA Breast  
6 Cancer Coalition for at least ten years now, and we  
7 do a Pink Out Night at the Races for them at the end  
8 of October. So, you can see there, all the jockeys  
9 and the horses are in pink silks, and we have  
10 different activities going on during that time  
11 period. We also work with what was formerly called  
12 Juvenile Diabetes Research Fund, but they're now  
13 called Breakthrough T1D because they focus more on  
14 adults with Type 1 Diabetes. They help us out with  
15 concerts as well, and we work with them.

16 So, we provide opportunities for  
17 customers to participate, whether it's \$2 per ticket  
18 or donating their leftover slot vouchers or donating  
19 items. We also provide team members the opportunity  
20 to support our organizations through our team member  
21 payroll contributions program, where they can opt to  
22 donate either \$5 or \$10 per paycheck. And then we  
23 also reward them with things like free tickets, two  
24 free tickets to Hersheypark and tickets to our  
25 concert series, and then Awardco Points, which is

1 our team member awards program that's run through  
2 Amazon.

3                   On the red line there is the Dauphin  
4 County Gaming grants amount. So, the Gaming Grants  
5 for Dauphin county come from the local share. And  
6 you can see that has increased substantially over  
7 the last few years to -. The awards that were  
8 issued earlier this year were \$9.1 million, the  
9 highest ever. And those funds - so with the impact  
10 of expanded gaming and skill games depressing our  
11 revenues in terms of slots and tables at the retail  
12 property, the amount that's coming into the Dauphin  
13 County Gaming Grant fund from our contributions is  
14 decreasing from the property, but because we were  
15 innovative with expanded gaming, we have our iGaming  
16 certificate, which we run Hollywoodcasino.com on.

17                   And we have market access agreements  
18 with DraftKings Casino, Bet MGM Casino, and Bet  
19 Fanatics casino. And the local share that comes  
20 from those three casinos is benefiting Dauphin  
21 County, since they sit on our license in Dauphin  
22 County. So, the health of that is very strong, and  
23 the county's being able touch even more  
24 organizations than ever before.

25                   One of them, I think you've probably

1 seen in the news here, was the Veterans Outreach,  
2 the Tiny Home Village for veterans getting back into  
3 the workforce and into society downtown. And I  
4 believe they received over, like, \$400,000 over the  
5 year from the Dauphin County Gaming Advisory Board.

6 So, one of the things coming out of  
7 COVID where we sort of had to pull back on  
8 everything, is we wanted to start just using our  
9 hands and our feet as opposed to just our  
10 checkbooks. So, we are approached, you'll hear from  
11 Ben later, by Capital Area Therapeutic Riding  
12 Association, and it's been just a wonderful group to  
13 work with. They operate an equine therapy farm  
14 almost across the street from us, and they've been  
15 doing so there since 1985.

16 It's for all ages. Ninety-six (96)  
17 percent of the riders are Dauphin County residents,  
18 and over 1000 Dauphin County residents have  
19 volunteered and over a thousand Dauphin County  
20 residents have donated to CATRA. And we've had  
21 dozens of team members volunteer hundreds of hours  
22 doing farm chores, beautification projects, setting  
23 up and tearing down events, assisting with riding  
24 lessons. And we found that some of our team members  
25 actually have family members who received services



1 from CATRA. So, they've been extra inclined to go  
2 over and help out.

3           You can see on the right there, we've  
4 tried to use all of our resources. So, on the right  
5 there, facilities took their kitchenette area and  
6 was able to go in and repaint everything, get a  
7 fresh coat, and then on the bottom there, we had  
8 done some updating of our HR training room after 15  
9 years, and we were able to repurpose the cabinets  
10 from there to help out CATRA. We've also had our  
11 marketing department assist with promoting CATRA on  
12 our social media to over 100,000 followers.

13           Our FNB department assists with  
14 hosting their annual fundraising gala at the  
15 property, and compliance, We've assisted them with  
16 helping to apply for - Family Foundation Grant and  
17 also for a Dauphin County Gaming Grant, which they  
18 rewarded back in February. And they were able to  
19 purchase that new, much needed gator in the bottom  
20 there. And we're helping them again apply for a  
21 compact excavator, fingers crossed, this year.

22           We also work with Wreaths Across  
23 America, laying wreaths at Fort Indiantown Gap  
24 during the holidays. And we've worked with Blessed  
25 to Give, which is a program for at-risk youth in

1 Harrisburg.

2                   And with them, they provide us names  
3 of the holidays and of the children and their age,  
4 and we go get Christmas gifts that are delivered to  
5 them. And then we brought them out to the property  
6 for the camels, ostriches, and zebras race so the  
7 kids could play on the different activities we have  
8 there and they got to go in the Winner Circle and  
9 present the trophy for one of the races that day.

10                   So, like I said, we're always trying  
11 to figure out ways to be innovative with our  
12 community outreach to really be a partner with our  
13 community. And with that, I think, will we go to  
14 questions or to their presentation.

15                   PRESIDING OFFICER: Before we forget,  
16 would you like to move your PowerPoint?

17                   ATTORNEY KING: I have we have. We  
18 have five exhibits if now would be the appropriate  
19 time, I could move all those into the record or ask  
20 they be moved into the record, more precisely.

21                   PRESIDING OFFICER: Yes.

22                   ATTORNEY KING: So, I'm going to hand  
23 up a package, with your permission in a moment, to  
24 the Court Reporter, but we are moving these five  
25 items in. I've also provided them to OEC, and I

1 think they'll hopefully confirm, no objection.

2 First is Written Testimony in support  
3 of the relicensing by Dauphin County Commissioner  
4 George Hartwick, who's the Chairman of the Board.

5 ---

6 (Whereupon, Penn National Exhibit 1, Testimony  
7 in Support by Dauphin County Commissioner George  
8 P. Hartwick, III, Chairman, was marked for  
9 identification.)

10 ---

11 ATTORNEY KING: Second document is  
12 Hollywood Casino, Penn National Race Course Public  
13 Input Hearing Presentation that you just saw and  
14 have copies of.

15 ---

16 (Whereupon, Penn National Exhibit 2, PowerPoint  
17 Presentation, was marked for identification.)

18 ---

19 ATTORNEY KING: Third item is a  
20 Letter of Support from Jennifer Pensinger, who's the  
21 Executive Director from the PA Breast Cancer  
22 Coalition, again, in support of relicensing.

23 ---

24 (Whereupon, Penn National Exhibit 3, Letter of  
25 Support from Jennifer Pensinger, Executive

1 Director, PA Breast Cancer Coalition, was marked  
2 for identification.)

3 ---

4 ATTORNEY KING: Fourth, another  
5 Letter of Support in licensing from the Chief  
6 Executive Officer of Vista Autism Services that Alex  
7 talked about.

8 ---

9 (Whereupon, Penn National Exhibit 4, Letter of  
10 Support from Nzenalu Obinelo, Chief Executive  
11 Officer, Vista Autism Services, was marked for  
12 identification.)

13 ---

14 ATTORNEY KING: And finally, a Letter  
15 of Support from Joe Arthur, who's the CEO of the  
16 Central Pennsylvania Food Bank.

17 ---

18 (Whereupon, Penn National Exhibit 5, Letter of  
19 Support from Joe Arthur, CEO, Central PA Food  
20 Bank, was marked for identification.)

21 ---

22 ATTORNEY KING: So, we would like to  
23 move those int the record if there's no objection.

24 PRESIDING OFFICER: Any objection  
25 from -?



1                    ATTORNEY KING: And they're marked in  
2 the order in which I stated them. So, 1 would be  
3 the Dauphin County Letter. Two would be the  
4 PowerPoint.

5                    PRESIDING OFFICER: Of course.

6                    ATTORNEY KING: All right.

7                    I'm just saying that's just the way  
8 they happen to be marked, but I leave it up to you.

9                    PRESIDING OFFICER: Okay.

10                   ATTORNEY KING: I apologize.

11                   PRESIDING OFFICER: That's quite all  
12 right. We'll get those up on our website in the  
13 next days.

14                   ATTORNEY KING: Okay.

15                   My apologies.

16                   PRESIDING OFFICER: So, moving to  
17 OEC, do you have any questions for Penn National,  
18 please?

19                   ATTORNEY BOEHM: Just a few. Thank  
20 you, Director Lloyd. Good morning, Chair, Members  
21 of the Board. Elizabeth Boehm, E-L-I-Z-A-B-E-T-H,  
22 B-O-E-H-M, Assistant Enforcement Counsel with the  
23 OEC.

24                   I think slide seven would be the most  
25 on point for this one, but it just relates to a few

1 employment questions. You mentioned the benefits of  
2 team members. How long must team members work  
3 before they're eligible for benefits?

4 MR. FRABBIELE: Thirty (30) days.

5 ATTORNEY BOEHM: And are part-time  
6 workers eligible?

7 MR. FRABBIELE: Not full-time health  
8 benefits, but they do have some benefit. I'll let  
9 Kim, elaborate on.

10 MS. REGO: Paid time off. So,  
11 they're eligible for paid time off. We offer other  
12 opportunities, like we have what's called cashable,  
13 so it's financial literacy for team members. So,  
14 that's available to all team members.

15 ATTORNEY BOEHM: And do you know  
16 about how many promotions have been internal?

17 MR. HVIZDA: So, from 2018 to 2024,  
18 we had 73 hourly-to-salary promotions. Of those 73,  
19 45 percent were females, 21 percent were minorities,  
20 and were 68 percent were under the age of 46.

21 ATTORNEY BOEHM: And then going to  
22 slide 11, I believe, the next one. Are there plans  
23 to further reduce the percentage of the floor that  
24 has smoking?

25 MR. FRABBIELE: There is not.

1                    ATTORNEY BOEHM: And regarding, I  
2 believe it was seven to slide -. There wasn't  
3 really mention of this, but can you say how many -  
4 what departments receive unattended minor training?

5                    MR. HVIZDA: So, the unattended minor  
6 training is included within the responsible gaming  
7 training that all team members receive upon hire and  
8 at least annually thereafter. And that training is  
9 conducted by the Council on Compulsive and Problem  
10 Gambling in Pennsylvania. However, our security  
11 leadership and our surveillance leadership get, what  
12 we call, Tier Two Training, which includes advancing  
13 information about unattended minors and  
14 communications with onsite board staff, PSP, and  
15 local PD, if we have that in the area.

16                    ATTORNEY BOEHM: That's everything I  
17 have.

18                    PRESIDING OFFICER: Okay.

19                    Mr. King, do you have any follow-up  
20 questions based on that testimony?

21                    ATTORNEY KING: No follow-up  
22 questions. I think our presentation -.

23                    PRESIDING OFFICER: Okay.

24                    I'll turn to our Board Members. I  
25 will start with Mr. Hickernell.



1                   MR. HICKERNELL: No questions.

2                   MR. DERMODY: No questions.

3                   PRESIDING OFFICER: No questions?

4                   And Chair Smyler?

5                   CHAIR SMYLER: And I'm not sure I saw  
6                   under benefits, do you have a tuition reimbursement  
7                   program?

8                   MR. FRABBIELE: We do.

9                   CHAIR SMYLER: And what would that  
10                  be?

11                  MR. FRABBIELE: We reimburse for  
12                  Master's degrees as well as undergrads. We can get  
13                  you the exact amounts. I don't want to quote it  
14                  here and be misquoting something, so I'll make sure  
15                  we provide that to you.

16                  CHAIR SMYLER: Thank you. And with  
17                  regard to recruiting minorities or employment, what  
18                  efforts do you make to do that?

19                  MR. FRABBIELE: Well, I can speak to  
20                  some of those. So, we recently started a Penn  
21                  Diversity Scholarship a few years ago, which is a  
22                  million dollar grant that we put out to employees  
23                  that are in need of support, for first time college  
24                  students through their families.

25                  We also have partnered with HBCUs

1 through Justin Carter, who leads our diversity  
2 efforts at the Penn Entertainment level to bring  
3 diverse candidates and executives into our business  
4 and get them exposed to the casino operators inside  
5 of the Penn Entertainment ecosystem. Reuben Warren,  
6 who's also our General Manager at York, was just  
7 recently out at event in Georgia that was working  
8 with a black group that was focused on bringing more  
9 minorities into our businesses and supporting the  
10 growth of those folks inside of gaming.

11 So, those are some of the corporate-  
12 wide initiatives that we have, and those funnel down  
13 to the property. We also a group like Blessed to  
14 Give, which is a minority group, you know, we  
15 partnered with them and we've had conversations with  
16 the leadership of that team about, you know, they  
17 have - they have students that are getting into the  
18 ages of 18 that need work opportunities.

19 So, we've talked to them about, you  
20 know, the opportunities they gave me present. And I  
21 think that's one of the benefits of relationships  
22 that we have, that we can bring back to folks like  
23 that to show that we have great paying jobs that can  
24 really help them progress inside of society.

25 So, those are some of the efforts

1 that we do on the company level and the property  
2 level. And, you know, we're going to continue to do  
3 everything we can to drive them into our business  
4 and be as diverse, because, you know, we live in a  
5 diverse world and we have a diverse community, and  
6 we want to be, you know, as open as we can be.

7 MR. HVIZDA: And I'll just add, the  
8 proof is in the pudding there. You can see that the  
9 number of racial minority employees has been  
10 increasing over the last several years, which I  
11 would attribute directly to the strategies that we  
12 have had going out to different job fairs and  
13 actually focusing on engagement, and diversity,  
14 equity and inclusion and belonging training at the  
15 property so that the existing racial minority  
16 employees that we have are acting as recruiters for  
17 us, that both they get a recruiting bonus if they  
18 bring in another employee, but talking about what  
19 it's actually like working at our property, and I  
20 think you actually do belong, no matter who you are  
21 or where you come from.

22 The other thing I would note is, to  
23 Kim's point, so our property actually straddles  
24 Dauphin County and part of it goes over into Lebanon  
25 County. So, if we look at the racial makeup of

1 those two counties, if I pull those numbers out of  
2 the diversity department's annual report that they  
3 sent out, we're right in line with what you would  
4 expect for our location.

5                   So, we use that sort of as  
6 benchmarking, but we are always trying to compete  
7 against many jobs that are work from home. I mean,  
8 there's most casino jobs you can't do from home.  
9 So, we are trying to show the fun of it. Include  
10 your family, as we show you in our engagement. And  
11 that is a fast track to a career. We always talk  
12 about the individuals. I think Tony will always  
13 tell you he started out parking cars many years ago.  
14 And so we want to show people that this is not just  
15 a job, this is a career path that you could start  
16 with us.

17                   MR. FRABBIELE: Thanks for the many  
18 years ago comment.

19                   CHAIR SMYLER: And I appreciate you  
20 using Dauphin County as a benchmark, but there are  
21 people who are outside of the county, who are more  
22 than willing, I'm sure, to come to work here and  
23 spread the word a little more broadly.

24                   ATTORNEY KING: Yes, and we -.

25                   CHAIR SMYLER: I think the corporate

1 efforts and the recommendations - and other - other  
2 states.

3 MR. FRABBIELE: One that I actually  
4 failed to mention is we recently sponsored an event  
5 in Philadelphia that was focused on minority college  
6 graduates. I think it was Alpha Omega, and they  
7 were hosting an event there. We sponsored that  
8 event and made sure we had a presence there to try  
9 and attract those folks into our business as well.

10 CHAIR SMYLER: Great. Also, who  
11 selects the animals other than horses for races?  
12 Selecting zebras?

13 MR. FRABBIELE: You know, sometimes  
14 these things just come to you, but they present  
15 themselves as an opportunity. But Eric Johnson, who  
16 might be with us today, our Director of Racing, you  
17 know, really, you know, I think looks at fun,  
18 creative ways to bring events that -. And it was a  
19 really unbelievable day to see that many folks at  
20 our property parked around. And we had to Philly  
21 Fanatic there as well, through our partnership with  
22 the Philadelphia Phillies, not the Red Sox, to  
23 really bring something, I think, unique to the  
24 community that we can be proud of.

25 And we just had our Family Day again

1 this past Friday, which we had bounce houses, we had  
2 rock climbing walls, we had the beanbag toss, even  
3 cornhole. Right? Cornhole. We had, you know,  
4 chalk and things like that. So, we try to do things  
5 around racing community that involve families and  
6 are able to support those and give them something  
7 fun to come out and do.

8 CHAIR SMYLER: Thank you. And  
9 Michele, you might want to eliminate Red Sox from  
10 your vocabulary.

11 MS. COLLINS: Lesson learned.

12 PRESIDING OFFICER: So, Mr. King, any  
13 information you want to provide in answering  
14 questions, you can just send those to the Board  
15 Clerk.

16 ATTORNEY KING: Will do. Yes.

17 PRESIDING OFFICER: Any follow-up  
18 questions from anyone on - based on responses to  
19 those questions?

20 Seeing none, we will move to our OEC  
21 for their presentation.

22 ATTORNEY BOEHM: Thank you, Director  
23 Lloyd. Prior to this hearing, the OEC provided the  
24 Board and Hollywood Casino with documents marked as  
25 OEC Exhibits 1 through 9, which relate to

1 Hollywood's Casino's Renewal Application. The OEC  
2 and Hollywood Casino entered into stipulations  
3 regarding the admissibility and authenticity of  
4 these exhibits.

5                   This includes the Pennsylvania State  
6 Cases report with data obtained from the National  
7 Incident Based Reporting System from 2018 to 2023.  
8 It addresses criminal incidences that occurred at  
9 Hollywood Casino since the time of its last renewal.  
10 This report is marked as OEC Exhibit 1, with year  
11 2019 of this Report marked as OEC Exhibit 1-A.

12

---

13           (Whereupon, OEC Exhibit 1, Report on Criminal  
14 Incidences 2018-2023, was marked for  
15 identification.)

16           (Whereupon, OEC Exhibit 1-A, Report on Criminal  
17 Incidences 2019, was marked for  
18 identification.)

19

---

20                   ATTORNEY BOEHM: On July 22, 2024,  
21 the Bureau of Liquor Control Enforcement issued a  
22 Letter to the OEC indicating no actions taken  
23 against the Licensee since its last renewal. This  
24 Letter is marked as OEC Exhibit 2.

25

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1 (Whereupon, OEC Exhibit 2, Letter from Bureau of  
2 Liquor Control Enforcement, dated 7/22/24, was  
3 marked for identification.)

4

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5 ATTORNEY BOEHM: On August 9, 2024,  
6 the Board's Office of Compulsive and Problem  
7 Gambling issued a Memorandum regarding Hollywood  
8 Casino's compliance with its Casino and iGaming  
9 Compulsive and Problem Gambling Plans. This Memo is  
10 marked as OEC Exhibit 3.

11

---

12 (Whereupon, OEC Exhibit 3, Memorandum dated  
13 8/9/24, was marked for identification.)

14

---

15 ATTORNEY BOEHM: On July 17, 2024,  
16 the Pennsylvania Department of Revenue Bureau of  
17 Compliance provided a copy of Hollywood Casino's  
18 Statement of Account confirming Hollywood Casino is  
19 in good standing with the Department of Revenue.  
20 This is marked as OEC Exhibit 4.

21

---

22 (Whereupon, OEC Exhibit 4, Statement of Account,  
23 was marked for identification.)

24

---

25 ATTORNEY BOEHM: On July 15, 2024,



1 the Pennsylvania State Horse Racing Commission  
2 issued a letter to OEC indicating the Licensee is in  
3 good standing with the Commission. This Letter is  
4 marked as OEC Exhibit 5.

5 ---

6 (Whereupon, OEC Exhibit 5, PHRC Letter dated  
7 7/15/24, was marked for identification.)

8 ---

9 ATTORNEY BOEHM: The OEC's Exhibit 6,  
10 7 and 8 are not before you today, but remain  
11 accessible through a shared link previously provided  
12 to Hollywood Casino and Members of the Board. Since  
13 the last renewal, the Office of Enforcement Counsel  
14 and the licensee entered into ten Board-Approved  
15 Consent Agreements. Together, these are marked as  
16 OEC Exhibit 6.

17 ---

18 (Whereupon, OEC Exhibit 6, Board Approved  
19 Consent Agreements, was marked for  
20 identification.)

21 ---

22 ATTORNEY BOEHM: OEC and the Licensee  
23 conducted five Compliance Conference Memorandums  
24 since the last renewal. Together, these are marked  
25 as OEC Exhibit 7.

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(Whereupon, OEC Exhibit 7, Compliance Conference Memorandums (Confidential, was marked for identification.)

---

ATTORNEY BOEHM: The OEC issued 20 Warning Letters since the last renewal. In each instance where an answer was required, the Licensee responded to the OEC'S Letters detailing corrective actions taken to address the OEC's concerns. These are jointly marked as OEC Exhibit 8.

---

(Whereupon, OEC Exhibit 8, Warning Letters (Confidential), was marked for identification.)

---

ATTORNEY BOEHM: Finally, the OEC and Hollywood Casinos Stipulation of Facts and Admission of Evidence executed by the parties on August 24 - sorry, 21st, 2024, is included and marked as OEC Exhibit 9.

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(Whereupon, OEC Exhibit 9, Stipulation of Facts and Admission of Evidence (Confidential), was marked for identification.)

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1                    ATTORNEY BOEHM: At this time, the  
2 OEC respectfully requests that Exhibits 1 through 9  
3 be entered into the record with Exhibit 6, 7, 8 and  
4 9 being marked as Confidential.

5                    ATTORNEY KING: No objection.

6                    PRESIDING OFFICER: Okay.

7                    The request for confidentiality  
8 Exhibit Number 6, your Consent Agreements, those are  
9 public documents -

10                   ATTORNEY BOEHM: I'm sorry, I had my  
11 numbers -.

12                   PRESIDING OFFICER: - and are  
13 provided.

14                   So, we'll accept the documents,  
15 marking as Confidential, Exhibits 7, 8 and 9.

16                   ATTORNEY KING: No objection.

17                   ---

18                   (Whereupon, OEC Exhibit 1, Report on Criminal  
19 Incidences 2018-2023, was admitted.)

20                   (Whereupon, OEC Exhibit 1-A, Report on Criminal  
21 Incidences 2019, was admitted.)

22                   (Whereupon, OEC Exhibit 2, Letter from Bureau of  
23 Liquor Control Enforcement, dated 7/22/24, was  
24 admitted.)

25                   (Whereupon, OEC Exhibit 3, Memorandum dated

1           8/9/24, was admitted.)  
2           (Whereupon, OEC Exhibit 4, Statement of Account,  
3           was admitted.)  
4           (Whereupon, OEC Exhibit 5, PHRC Letter dated  
5           7/15/24, was admitted.)  
6           (Whereupon, OEC Exhibit 6, Board Approved  
7           Consent Agreements, was admitted.)  
8           (Whereupon, OEC Exhibit 7, Compliance Conference  
9           Memorandums (Confidential), was admitted.)  
10          (Whereupon, OEC Exhibit 8, Warning Letters  
11          (Confidential), was admitted.)  
12          (Whereupon, OEC Exhibit 9, Stipulation of Facts  
13          and Admission of Evidence (Confidential), was  
14          admitted.)

15

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16

ATTORNEY BOEHM: The OEC will call  
17 three witnesses today to testify about Hollywood  
18 Casino for your benefit. The witnesses are from the  
19 Pennsylvania State Police, the Board's Bureau of  
20 Casino of Compliance, and the Board of  
21 Investigations and Enforcement. And I will now turn  
22 the presentation over to Co-Counsel.

23

ATTORNEY VIZUB: Thank you, Director  
24 Lloyd. Good morning, Members of the Board. Shelby  
25 Vizub, V-I-Z-U-B, Assistant Enforcement Counsel, OEC

1 calls Sergeant Snow, Pennsylvania State Police.

2 CHAIR SMYLER: Can you move your mic  
3 a little closer? And while he's doing that,  
4 Sergeant Snow, I don't remember seeing you standing  
5 to be sworn.

6 SERGEANT SNOW: No, ma'am.

7 PRESIDING OFFICER: Okay.

8 We'll have the Court Reporter swear  
9 you in before you provide testimony.

10 COURT REPORTER: Could you raise your  
11 right hand for me, please?

12 ---

13 SERGEANT WILLIAM SNOW,  
14 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND  
15 HAVING FIRST BEEN DULY SWORN, TESTIFIED AND SAID AS  
16 FOLLOWS:

17 ---

18 COURT REPORTER: All right. Thank  
19 you, sir. You can lower it.

20 THE WITNESS: Good morning.

21 ---

22 DIRECT EXAMINATION

23 ---

24 BY ATTORNEY VIZUB:

25 Q. Good afternoon, Sergeant. Please state

1 and spell your name.

2 A. First name William, last name Snow,  
3 W-I-L-L-I-A-M, S-N-O-W.

4 Q. Can you please describe your career with  
5 Pennsylvania State Police?

6 A. Yes, I've been employed by the  
7 Pennsylvania State Police for 18 years. I was  
8 stationed at Troop K, Philadelphia, for 15 years.  
9 During that time, I served in patrol, the fraud unit  
10 and patrol supervisor as a Corporal. From Troop K,  
11 Philadelphia, I was assigned the Troop T, King of  
12 Prussia for one year, promoted to the rank of  
13 Sergeant in September of 2023, and assigned the  
14 Troop J as Patrol Section Supervisor. I transferred  
15 to the Bureau of Gaming in January 2024. My current  
16 position is Office Commander of Hollywood Casino.

17 Q. And can you please describe your duties  
18 in your current position?

19 A. Currently employed by the Pennsylvania  
20 State Police Bureau of Gaming Enforcement. I'm  
21 currently assigned as office commander at Hollywood  
22 Casino. I'm responsible for the operations and  
23 supervision of the Hollywood gaming Office. I'm  
24 also responsible for several administrative duties,  
25 as well as helping sustain relationships with casino

1 employees.

2 Q. And what is the role of the Pennsylvania  
3 State Police Bureau of Gaming Enforcement at  
4 Hollywood Casino?

5 A. Our role is to provide police services to  
6 the Hollywood Casino. This includes any criminal  
7 activity or suspected criminal activity that occurs  
8 on the gaming floor, gaming-related areas, casino  
9 administrator offices and employee areas.

10 Q. And regarding the police jurisdiction of  
11 Hollywood Casino, you testified that the  
12 Pennsylvania State Police are responsible for the  
13 gaming-related areas.

14 Does PSP share jurisdiction of  
15 Hollywood Casino with any other law enforcement  
16 agency?

17 A. There is no local enforcement agency.  
18 So, PSP has primary police jurisdiction of Hollywood  
19 Casino. This includes Hollywood's parking lots,  
20 garages, and any other public areas of the casino.

21 Q. Can you please describe the working  
22 relationship between PSP and Hollywood Casino's  
23 personnel?

24 A. Yes, we work very well with the Hollywood  
25 Casino employees. Most of the employees are

1 accustomed to Seeing us patrol the areas of the  
2 casino and the troopers most often interact with the  
3 casino surveillence security departments.

4 Q. Are the Pennsylvania State Police  
5 satisfied with the level of cooperation between the  
6 staff at Hollywood Casino and the troopers stationed  
7 within the facility?

8 A. Yes. We maintain a professional and  
9 cooperative work relationship with all the staff.

10 Q. Can you please describe the working  
11 relationship that PSP personnel have with personnel  
12 from the board's Bureau of Casino Compliance  
13 assigned to Hollywood?

14 A. Yes, it is also a very excellent working  
15 relationship. The troopers often interact with them  
16 while conducting their investigations. Their office  
17 is located close to our office, so it's easy for the  
18 troopers to communicate all over there when needed.

19 Q. Are you familiar with how the  
20 Pennsylvania State police track Hollywood Casinos  
21 crime statistics?

22 A. Yes.

23 Q. Can you briefly describe how those  
24 statistics are reported?

25 A. So, as of January 1st, 2021, PSP began to



1 transition from Summary Uniform Crime Reporting,  
2 which is UCR, to the National Incident Based  
3 Reporting System, which is NIBRS. So, NIBRS was  
4 designed to provide more comprehensive reporting  
5 system concerning the occurrence of crime when  
6 compared to the Traditional UCR Summary Reporting  
7 System. It accomplished this by reporting all  
8 offenses within an incident rather than just  
9 reporting the most serious offense. There are more  
10 offense types to choose from.

11 Q. Can you briefly describe how reporting of  
12 criminal statistics has changed since 2021?

13 A. So, the FBI Uniform Crime Reporting  
14 program was designed as a Summary UCR system to  
15 collect only the most serious offense within the  
16 incident. In 2014, the FBI announced that the  
17 National Incident Based Reporting System will be the  
18 new UCR standard starting on January 1st, 2021.

19 The traditional UCR system - reporting  
20 system collects monthly counts of the number of  
21 crimes known to law enforcement from agencies  
22 throughout the United States. Information on the  
23 number of crimes known is recorded from eight  
24 offense categories based on the most serious crimes  
25 reported for each crime incident, rather than

1 manually submitting UCR information via direct  
2 entry. Stations upload files containing the  
3 required NIBRS data.

4           Additionally, the FBI transition to NIBRS  
5 will allow for more detailed crime collection data  
6 and greater specificity, including up to ten  
7 offenses under the most serious primary offense.

8           Q.     I'm going to direct you to what has been  
9 provided as OEC Exhibit 1. Can you identify this  
10 document and where this information comes from?

11           A.     This is the crime compiled from NIBRS,  
12 the UCR system from January 2018 through August 25,  
13 2024.

14           Q.     In calculating the crime statistics, how  
15 is one individual being arrested for multiple  
16 offenses reflected?

17           A.     The SRS report is not designed to  
18 calculate that specific statistic for the - label  
19 counts, counts refers to the number of charges filed  
20 under the corresponding offense and not the number  
21 of individuals charged with the offense. However,  
22 the total number of individuals arrested is listed  
23 at the end of the statistics for each year.

24           Q.     What years are reflected in this  
25 document?

1           A.       The SRS report excuse me? The SRS report  
2 spans from 2018 to 2023. Since SRS reports are  
3 calculated annually in January from the previous  
4 year, the SRS report covering 2024 will not be  
5 available until January 2025.

6           Q.       Have you reviewed the arrest statistics  
7 for Hollywood Casino for the time period  
8 represented?

9           A.       Yes.

10          Q.       What criminal offenses has the greatest  
11 number of incidents reported, based on the  
12 information provided in the OEC Exhibit 1?

13          A.       So, that would be on the Title 18,  
14 Section 3503, defiant trespass, actual communication  
15 with the actor.

16          Q.       Can you give an example of the type of  
17 conduct that results in a person being charged with  
18 this type of offense?

19          A.       Yes. Any patron who was determined to  
20 commit some act of misconduct can be subject to a  
21 property ban issued by the Hollywood Casino  
22 security. If the patron returns, they are subject  
23 of an active property ban and criminal charges.

24                    Additionally, when an individual signs up  
25 for self-exclusion through the Pennsylvania Gaming

1 Control Board website and enter the property prior  
2 to their removal from the list, they are subject to  
3 criminal charge.

4 Q. Is there any reason or explanation for  
5 why this offense is - occurred at the reported  
6 level?

7 A. No specific reason or explanation, but  
8 has been my observation, the Hollywood Casino  
9 maintains an extensive property ban and self-  
10 exclusion list consisting of 758 individuals. So,  
11 onsite misconduct is where a patron refuses to leave  
12 the property after being directed by either  
13 Hollywood Casino security or a PSP member, will  
14 result in the criminal charge of trespassing.

15 Q. And regarding other offenses occurring at  
16 Hollywood Casino, how common are theft offenses at  
17 Hollywood Casino?

18 A. Theft is common due to the various types.  
19 The most common theft charge is Title 18, Section  
20 3924, Theft of Property, lost, mislaid or delivered  
21 by the state. First example would be when a patron  
22 has finished playing a slot machine and forgets to  
23 remove their remaining balance of credits, a new  
24 patron plays the same slot machine and used the  
25 balance of credits knowing that they did not have

1 any.

2           There's another example that I have. A  
3 patron playing slot machine forgets to take their  
4 cell phone or wallet and someone finds it and takes  
5 it without turning it in.

6           Q.     And how common are violent crimes?

7           A.     Not common.

8           Q.     How common are crimes involving  
9 individuals under 21 years old?

10          A.     Not common.

11          Q.     And throughout your assignment at  
12 Hollywood Casino and after reviewing this data, have  
13 you noticed any patterns or trends in the type of  
14 offenses occurring at Hollywood Casino?

15          A.     No.

16          Q.     Are you aware of any issues or concerns  
17 which would negatively impact Hollywood Casino  
18 suitability or continued licensure?

19          A.     No.

20                    ATTORNEY VIZUB: Thank you. OEC has  
21 no further questions. I will now turn it over to  
22 Co-Counsel.

23                    PRESIDING OFFICER: I will ask Mr.  
24 King if he has any questions for the witness?

25                    ATTORNEY KING: No questions. And

1 thank you, Sergeant, to you and your team, for all  
2 your hard work at the property.

3 PRESIDING OFFICER: Any questions  
4 from our Board Members?

5 Seeing none, thank you, Sergeant.

6 ATTORNEY BOEHM: The OEC calls Trevor  
7 Hassenbein from the Board's Bureau of Casino  
8 Compliance.

9 PRESIDING OFFICER: I didn't notice,  
10 were you sworn in?

11 MR. HASSENBEIN: No, ma'am, I was  
12 not.

13 PRESIDING OFFICER: Okay  
14 I'll have the Court Reporter swear  
15 you in right now.

16 COURT REPORTER: Good morning.

17 ---

18 TREVOR HASSENBEIN,  
19 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND  
20 HAVING FIRST BEEN DULY SWORN, TESTIFIED AND SAID AS  
21 FOLLOWS:

22 ---

23 COURT REPORTER: Thank you. You can  
24 lower your hand.

25 ---

## DIRECT EXAMINATION

---

1  
2  
3 BY ATTORNEY BOEHM:

4 Q. Good morning. Please state and spell  
5 your full name?

6 A. Trevor Hassenbein, T-R-E-V-O-R,  
7 H-A-S-S-E-N-B-E-I-N.

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

10 A. Yes.

11 Q. And what is your title?

12 A. Casino Compliance Supervisor.

13 Q. How long have you held this position?

14 A. Since 2010.

15 Q. And have you previously held any other  
16 positions with Pennsylvania Gaming Control Board?

17 A. Yes. I worked as a compliance  
18 representative from 2008 to 2010. And then from  
19 2018 to 2021 of course, in several positions for the  
20 gaming inspection.

21 Q. And what are the responsibilities you  
22 hold in your position on Hollywood Casino?

23 A. General oversight - general oversight of  
24 casino operations to make sure they're following  
25 regulations and internal controls, and we also take

1 patron complaints and other correspondences and  
2 assignments from our PGCB headquarters.

3 Q. And does this include interaction with  
4 the Department of Revenue regarding Hollywood  
5 Casino?

6 A. Yes.

7 Q. And can you describe that interaction?

8 A. Yes. We work with them on a daily basis  
9 through system notifications, alerts, communication  
10 of new casino projects to ensure that they're  
11 getting all the revenue information that they  
12 require.

13 Q. And can you describe the role of your  
14 casino compliance at a licensed Pennsylvania casino?

15 A. Yes. For the onsite compliance oversight  
16 of their operations, we'll assist patrons when they  
17 have contacts or questions. We'll research their  
18 complaints. We'll assist patrons to sign up for  
19 self-exclusion and any other assignments that come  
20 from our headquarters.

21 Q. And can you describe the type of access  
22 that your casino compliance has within Hollywood  
23 Casino in these following departments? The  
24 surveillance room.

25 A. Surveillance room, we have total access



1 and good communications with that department.

2 Q. And the account room?

3 A. Same. We have access to that and we also  
4 communicate with them daily.

5 Q. The central control computer room?

6 A. We have access to those and we follow the  
7 access procedures prescribed by Department of  
8 Revenue. And we don't access that too often, but as  
9 needed in conjunction with the casino security  
10 staff.

11 Q. And were there any issues with the  
12 connectivity regarding the central control computer  
13 at Hollywood Casino during the renewal period?

14 A. No. Between our BCC staff, the casino  
15 staff and DOR's central control operator, 've all  
16 communicated, used our application assistant tools  
17 to ensure the revenue or inventory properly.

18 Q. Any other important departments?

19 A. Yes. Sports wagering, the HR department,  
20 even housekeeping facilities. We work with all  
21 those departments who are different, needs to make  
22 sure we're serving the public and we're meeting our  
23 regulatory goals.

24 Q. And was there ever a need for emergency  
25 access to any of Hollywood Casino's departments

1 during the renewal period?

2 A. Nothing too significant or extraordinary  
3 comes to mind, other than maybe some small water  
4 leaks from condensation from a cooling system. That  
5 would be the best example that comes to mind.

6 Q. And does the Bureau of Casino Compliance  
7 interact with Hollywood Casino patrons?

8 A. Yes.

9 Q. Does the Bureau of Casino Compliance  
10 respond to patron complaints?

11 A. Yes.

12 Q. How so?

13 A. Either through floor interaction, when  
14 we're monitoring the floor, and or typically,  
15 specifically through correspondence from our website  
16 that our executive administrative staff will send us  
17 to research and review. And through that, we'll  
18 always consistently follow up with the patrons for  
19 any complaints or contacts, big or small.

20 Q. And does the Bureau of Casino Compliance  
21 conduct self-exclusion intakes?

22 A. Yes. Or more so nowadays with the self-  
23 service system online, we'll assist them to, if they  
24 request, to ensure they have the opportunity to  
25 enroll themselves.

1 Q. Can you describe the process of the in-  
2 person self-exclusion?

3 A. Yes. We'll go through a list of  
4 questions and obtain confirming their identification  
5 and photos, to provide them with the tools to - so  
6 they see the benefits of enrolling in that program.

7 Q. And can you describe the relationship  
8 between the Bureau of Casino Compliance and members  
9 of the Pennsylvania State Police that are on site at  
10 Hollywood Casino?

11 A. Very good. Very professional and cordial  
12 and an open door policy. So, we're always there to  
13 assist each other.

14 Q. Can you describe the relationship between  
15 the Bureau of Casino Compliance and Hollywood Casino  
16 staff?

17 A. Again, professional and cordial, and  
18 again, very open communication on a consistent  
19 basis.

20 Q. Has Hollywood Casino staff been  
21 cooperative in compliance reviews conducted by the  
22 Bureau of Compliance?

23 A. Yes, they've been very responsive and,  
24 you know, forward with providing any requested  
25 documents or information.

1 Q. And are you familiar with the typical  
2 regulatory issues found at Pennsylvania casinos in  
3 general?

4 A. Yes.

5 Q. Are the regulatory issues that occur at  
6 Hollywood Casino comparable to the regulatory issues  
7 found at other Pennsylvania casinos?

8 A. Yes, I would say so.

9 Q. Are there any issues or concerns that  
10 would negatively impact Hollywood Casino's  
11 suitability for licensure?

12 A. No, none that I'm aware of.

13 ATTORNEY BOEHM: OEC has no further  
14 questions.

15 PRESIDING OFFICER: Any questions,  
16 Mr. King?

17 ATTORNEY KING: No questions from us.  
18 And again, we thank the Bureau of Casino Compliance  
19 and Trevor and his team for all their  
20 professionalism and hard work in our property.  
21 Thank you.

22 PRESIDING OFFICER: Any questions  
23 from Board Members? Thank you.

24 MR. HASSENBEIN: Thank you.

25 ATTORNEY BOEHM: The Office of

1 Enforcement Counsel will now call its final witness,  
2 Elizabeth Kotzmoyer from the Board's BIE.

3 PRESIDING OFFICER: And I do believe  
4 I saw you did -.

5 MS. KOTZMOYER: Yes, ma'am.

6

---

7

ELIZABETH KOTZMOYER,

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

11

----

12

DIRECT EXAMINATION

13

---

14 BY ATTORNEY BOEHM:

15 Q. Would you please state your full name and  
16 spell your first and last name?

17 A. My name is Elizabeth Kotzmoyer, That's  
18 spelled E-L-I-Z-A-B-E-T-H, and my last name spelled  
19 K-O-T-Z-M-O-Y-E-R.

20 Q. Are you employed by the Pennsylvania  
21 Gaming Control Board?

22 A. Yes.

23 Q. And what is your title?

24 A. I'm an Investigator.

25 Q. And how long have you held these

1 positions?

2 A. I was an investigator - I was promoted to  
3 an investigator in 2010 and then case agent in 2011  
4 to present day.

5 Q. And have you previously held any other  
6 positions with the Pennsylvania Gaming Control  
7 Board?

8 A. Yes, I was an investigative analyst  
9 initially when I started in 2007, and I held that  
10 until 2010.

11 Q. What are your responsibilities as an  
12 investigator for the BIE?

13 A. So, my role as an investigator is to  
14 perform background investigations on individuals  
15 that seek licenses such as G2 permits, keys,  
16 principals. We also do background investigations on  
17 companies that want to do business within the State  
18 of Pennsylvania at the casinos, and then any  
19 miscellaneous investigations that come up.

20 Q. And what are your responsibilities as a  
21 case agent for the BIE?

22 A. So, as a case agent, I visit the casinos  
23 once a month, and then in addition to that, I'm  
24 responsible for the renewal of their licenses. The  
25 facility one, Category-1.

1 Q. And did you conduct the investigation of  
2 Hollywood Casino for its Slot Machine License  
3 Renewal Application?

4 A. I did.

5 Q. When did the BIE begin its renewal  
6 investigation into Hollywood Casino?

7 A. That was June 2023.

8 Q. Can you describe the scope of the  
9 investigation?

10 A. The scope of the investigation included,  
11 but was not limited to, a review and confirmation of  
12 the information that was provided in the facility  
13 application; searches related to tax liens,  
14 judgments, civil litigation, criminal history, a  
15 review of the financial facility report which was  
16 conducted and completed by the Financial  
17 Investigations Unit, an interview, and also a  
18 verification of the liquor license with the  
19 Pennsylvania Liquor Control Board. A completed  
20 detailed report of investigation was done on  
21 November 7, 2023.

22 Q. And did this also include a review of  
23 Pennsylvania Gaming Control Board Regulatory  
24 history?

25 A. Yes.

1 Q. And a review of any enforcement actions  
2 taken against Hollywood Casino by the OEC?

3 A. Yes.

4 Q. Did the BIE review the Renewal  
5 Applications filed by Hollywood Casino, its  
6 principals, principal entities and affiliates?

7 A. Yes.

8 Q. Does this investigation include a review  
9 of Hollywood Casino from the date of its last slot  
10 machine license renewal to present?

11 A. Yes.

12 Q. Has Hollywood personnel been cooperative  
13 during investigation?

14 A. Yes.

15 Q. Is the investigation complete?

16 A. Yes.

17 Q. And did the BIE discover any areas of  
18 interest during the course of the investigation?

19 A. No.

20 ATTORNEY BOEHM: Thank you. No  
21 further questions.

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

24 ATTORNEY KING: No questions. Thank  
25 you.



1                   PRESIDING OFFICER:   And Board  
2 Members?

3                   CHAIR SMYLER:   Did I hear you  
4 correctly that you visit the casino once a month?

5                   THE WITNESS:     Yes.

6                   CHAIR SMYLER:   What is the purpose of  
7 that?

8                   THE WITNESS:   It's to keep  
9 communication open and so that if they have any - so  
10 they can place a name with a face as far as for the  
11 BIE.  When I conduct interviews, a lot of times I'll  
12 reach out to my applicants so they know who the  
13 investigator was, especially with, like, the  
14 executive management team, so they know who they're  
15 dealing with in the Pennsylvania Gaming Control  
16 Board.

17                   CHAIR SMYLER:   And why do you once a  
18 month?

19                   THE WITNESS:   I rotate through the  
20 casino.  So, I go to Grantville and then York and  
21 then Morgantown.  So, that would be BIE's policy.

22                   CHAIR SMYLER:   Thank you.

23                   I didn't want Hollywood to think that  
24 we just gave OEC a free ride.

25                   ATTORNEY KING:   I would say we

1 increase their workload through all of our  
2 satellites.

3 ATTORNEY BOEHM: Thank you.

4 MS. KOTZMOYER: Thank you.

5 ATTORNEY BOEHM: I have nothing  
6 further, Director Lloyd, and we thank you for your  
7 time and your attention.

8 PRESIDING OFFICER: Okay.

9 Okay.

10 We'll move on to our public input  
11 portion of the hearing. I do have two Written  
12 Comments that were submitted for this hearing. One  
13 has already been entered by Hollywood Casino, and  
14 that is comments from George Hartwick from the  
15 Dauphin County Commissioner (sic). And the second  
16 one is an individual who just says, hi, how are you?  
17 But it was submitted, so it will be on our website  
18 as public comment to the hearing and that will be  
19 marked as Hearing Exhibit Number 1, unless I hear  
20 any objections.

21 ---

22 (Whereupon, Hearing Exhibit 1, Written Public  
23 Comment, was marked for identification and  
24 admitted.)

25 ---

1                    ATTORNEY KING: No objection.

2                    PRESIDING OFFICER: So, anyone who is  
3 registered for today's hearing to speak publicly, if  
4 you can stand and raise your right hand to be sworn.

5                    ---

6                    (WHEREUPON, WITNESSES SWORN EN MASSE.)

7                    ---

8                    COURT REPORTER: All right. Thank  
9 you. You can lower your hands.

10                   PRESIDING OFFICER: Okay.

11                   You'll each have about five minutes  
12 to speak, and if you're getting close to your time,  
13 I'll let you know. There's only, I think, two or  
14 three of you. So, we'll call Mr. Ben Nolt first.  
15 If you'd come up to the podium and he is from the  
16 Capital Area Therapeutic Riding Association.

17                   ---

18                   BEN H. NOLT,  
19 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND  
20 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND  
21 SAID AS FOLLOWS:

22                   ---

23                   MR. NOLT: Thank you very much for  
24 the opportunity. My name is Ben Nolt, B-E-N,  
25 N-O-L-T. I'm the Co-Founder and President of the

1 Capital Area Therapeutic Riding Association.

2 CATRA began in the fall of 1985 to  
3 bring a quality therapeutic riding program to the  
4 Central Pennsylvania area. So, nearly 40 years of  
5 service. We really are proud of that track record.  
6 The majority of the activities that happens at CATRA  
7 are volunteer coordinated, volunteer driven, and to  
8 have a community partner that recognizes that and  
9 comes out and turns out.

10 You'll see Alex as you see him, in a  
11 suit, tie, most of the time, I see him in boots and  
12 blue jeans. So, he comes out, and there's no task  
13 that his crew will not do. And that, from a  
14 nonprofit perspective, is so vital to our mission.  
15 Of course, the other assistance is the financial  
16 side of things and the financial guidance that comes  
17 through. You saw the slides there. I can't hardly  
18 say anything else about the evolvement both ways.

19 One thing unique about this  
20 partnership is the creation of ability for  
21 recognition of CATRA. When we go out on their  
22 website and reach a hundred-thousand people  
23 instantly, we can't do that as a small nonprofit.  
24 And also the interaction that we have back and  
25 forth, by taking our crew on to Penn National for

1 various activities, it increases our exposure to new  
2 clientele base.

3                   When we do talk to folks, we look at  
4 people who might benefit by our services. Our  
5 youngest participant ever at Capital was eight-  
6 months old and the oldest was 93. So, there's still  
7 some hope for some of you in the room here.

8                   The second cause would be the  
9 volunteer side, and the third would be the financial  
10 support. So, as a community partnership, I think we  
11 have a great one going, and I thank you very much.  
12 Thank you.

13                   PRESIDING OFFICER: Thank you. And  
14 Grant Garland from the Grantville Volunteer Fire  
15 Company.

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17                   GRANT ALAN GARLAND,  
18 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND  
19 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND  
20 SAID AS FOLLOWS:

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22                   MR. GARLAND: Hello, my name is Grant  
23 Garland, G-R-A-N-T, G-A-R-L-A-N-D. I am the  
24 President of the Grantville Volunteer Fire Company.  
25 I've been the President; this is now my second term,

1 two years, and I was a vice president a year prior  
2 to that. So, I kind of came into the organization  
3 and into the administrative side when we started  
4 helping the casino with the - the parking services  
5 for the outdoor concert series.

6           Since we've had an involvement with  
7 the casino, they have been very willing to help us  
8 create ways for fundraising, raising opportunities  
9 for our organization. In a time where it's very  
10 hard to find volunteers, it's even harder to keep  
11 them. It's nice to have opportunities such as  
12 parking cars, where we can give an incentive for  
13 volunteers, not just members of our organization,  
14 but friends of members or people that we know, or  
15 individuals that are coming to want to just help the  
16 organization and not be a member. They allow us.

17           We park cars. We park cars until -  
18 until the event starts, until the first - until the  
19 first song starts. And we shut everything down.  
20 And our members have the opportunity to see the show  
21 for free, and they feed us, they provide us water  
22 and everything we need to accomplish that goal.

23           We also were a subject of a  
24 fundraiser that they did, I believe it was last  
25 year, where they did the remaining balances on their

1 tickets that they had inside the casino. The  
2 \$150,000 that we've received over the last several  
3 years has been a phenomenal benefit to the  
4 organization in helping us achieve our goal and buy  
5 equipment that we need to provide public safety  
6 service.

7                   They're a great team to work with.  
8 They're very happy to help wherever they can, and  
9 they are very true to their word when they tell us  
10 they're willing to help us. Thank you.

11                   PRESIDING OFFICER: I had a third  
12 name on my list, David Perry. I only saw two people  
13 stand. Oh, Mr. Perry is not here.

14                   Okay.

15                   That is the end of our registers for  
16 public speakers. Did anybody here today think they  
17 registered and I didn't call your name, if so, raise  
18 your hand. Seeing none, we'll move on to Penn  
19 National. Do you have any closing statement?

20                   ATTORNEY KING: Yes. I'll just try  
21 to brief. And I realize this is but one part of the  
22 relicensing process. You're not making a decision  
23 here today, but I did just want to make following  
24 remarks. Obviously, I think this is a very  
25 strongly-run, professionally-run operation at

1 Grantville. It is everything that the Gaming Act  
2 hoped it would be when the Gaming Act was first  
3 passed in 2004. It has provided Commonwealth with  
4 everything that it's looking for in terms of tax  
5 revenue, economic development, jobs. And I think  
6 you've seen that the add-on effect of this property,  
7 it is an exemplary, I would say, corporate citizen.

8           It does everything that it should be  
9 doing to be part of not only East Hanover Township,  
10 the adjacent township in Lebanon County and Dauphin  
11 County. It is a benefit to this area and it is a  
12 benefit to the Commonwealth. And I also wanted to  
13 remark that it is part of a broader corporate  
14 citizen for Pennsylvania, which is Penn  
15 Entertainment, its parent corp. And I just want to  
16 note, as you know, it is the only gaming operator,  
17 in terms of the large publicly-traded companies,  
18 that is not only incorporated in Pennsylvania, not  
19 incorporated in Delaware, incorporated right here in  
20 Pennsylvania and headquartered in Wyomissing. And  
21 so you have that broader umbrella here.

22           As Alex pointed out in the  
23 presentation, it's made a massive investment in  
24 Pennsylvania. Not only this property, purchasing  
25 the Meadows, bidding on it and winning two projects



1 to build satellites in York and Morgantown, and  
2 everything that it's done.

3 I thought it was an incredible list  
4 of all the firsts that this property has achieved.  
5 And this property is where it all started for Penn  
6 Entertainment. This is the flagship property, not  
7 only in Pennsylvania, but nationally. And as you  
8 know, we're now in over 20 states with 42  
9 properties, more than that, as well as a presence in  
10 Canada. So it is a - it's a great success.

11 I'm going to go off topic just  
12 briefly, two minutes. I will tell you, in my  
13 opinion, and somebody who's been observing gaming  
14 law since the very beginning, actually, from my time  
15 in the Governor's Office when the bill was passed,  
16 there should be no doubt to anybody in the room and  
17 anybody that you're talking to in the General  
18 Assembly or the governor's office, this is all at  
19 risk, what we have laid out today because of skill  
20 games.

21 Now, General Assembly is supposed to  
22 start taking that up in the fall, if the press  
23 reports are to be accurate. Some may happen in the  
24 fall. Some may happen in the spring. The gaming  
25 industry in Pennsylvania has put forth proposals to

1 allow there to be some form of expanded distributed  
2 games that could very well include skill games, but  
3 it must be done the right way. The number of units  
4 must be limited. There must be tax payer.

5           Just remember, if you're diverting  
6 business out of these brick and mortar casinos,  
7 you're losing tax revenue. It's as simple as that.  
8 There's no reason to have a lower tax rate. We've  
9 already shown through VGTs that distributed gain can  
10 be done at the same tax rate. There must be  
11 regulatory parity. This all has to be done  
12 responsibly with respect to underage gaming, problem  
13 gambling.

14           This is everything that we do every  
15 day to make sure that this business is running well.  
16 But finally, if it's not done right, there is an  
17 example of what happens, and that's Illinois, which  
18 had a very healthy casino gaming industry.  
19 Distributed gaming was not done in a measured in an  
20 appropriate fashion, in my opinion, and the casino  
21 suffered greatly. There were layoffs, about 30  
22 percent of the employees. I don't think anybody  
23 wants to see that happen.

24           So, my point is, I wanted to take the  
25 opportunity, after you've seen all the great work

1 that's been done here with this one casino and this  
2 community, and I suspect every casino does the same  
3 here. It's all at risk.

4 So, I don't want to end on a low  
5 note. When we get to the point of you making the  
6 decision, I hope the license will be renewed and we  
7 wanted to thank you for your time and attention  
8 today.

9 PRESIDING OFFICER: Enforcement  
10 Counsel, any closing statement?

11 ATTORNEY BOEHM: The OEC has no  
12 closing statement, but again, thank you for your  
13 time, and thank you for being here.

14 PRESIDING OFFICER: The record will  
15 remain open until the board hears the matter at a  
16 later public board meeting. I will prepare a report  
17 today based on testimony and evidence entered into  
18 the record today. And that report, along with the  
19 transcript, all the submitted exhibits and  
20 Application and Suitability Report will be provided  
21 to the Board before they hear this at a future  
22 public board meeting.

23 And finally, I want to thank the  
24 staff here at East Hanover Township, especially  
25 Candy, for helping us organize this hearing today

1 and hosting us in their facility. And thank you all  
2 for coming and your cooperation and this hearing is  
3 now adjourned.

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5 HEARING CONCLUDED AT 11:56 A.M.

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## CERTIFICATE

I hereby certify that the foregoing proceedings, held before Linda S. Lloyd, Presiding Officer, was reported by me on August 28th, 2024 and that I, Rachel Wilbur-Adams, read this transcript, and that I attest that this transcript is a true and accurate record of the proceeding.

Dated the 17th day of September, 2024



Rachel Wilbur-Adams,

Court Reporter