

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: WIND CREEK BETHLEHEM, LLC - CATEGORY 2

LICENSE RENEWAL GID #1353-5

* * * * *

HEARING

* * * * *

BEFORE: MEMBERS OF THE BOARD:

DENISE J. SMYLER, CHAIR

Frank Dermody

Shawn Dillon

David S. Hickernell

Sara Manzano-Diaz

Nedia Ralston

Frances J. Regan

HEARING: Wednesday, October 23, 2024

10:02 a.m.

Reporter: Jessica L. Ashman

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LOCATION: Pennsylvania Gaming Control Board
Commonwealth Tower
Strawberry Square Complex
303 Walnut Street, 2nd Floor
Harrisburg, PA 17101

SPEAKERS: Patrick Ryan, Chanel Mahone, Julie Corwin,
Glenn Granitz, Michael Vinci

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SHELBY BIZUB, Esquire

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Wind Creek

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Counsel for Wind Creek Bethlehem, LLC

ALSO PRESENT:

Dave Fulton, Director of Hotel

Michael Pistone, Marketing Director

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*EXHIBIT NOT ATTACHED

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CHAIR: So today we have scheduled a public hearing on Wind Creek Bethlehem LLC's request to have its Category 2 License renewed. Relating to that, we will now hear from Wind Creek and the Office of Enforcement Counsel regarding that matter. I would ask all non-attorneys who are presenting evidence in the this proceeding today to please stand and be sworn in by the Court Reporter at this time. Non-attorneys?

(WHEREUPON, WITNESSES SWORN EN MASSE.)

CHAIR: Thank you. I would also ask that everyone who's going to speak to please state and spell your name for the Court Reporter prior to speaking. So, Wind Creek, you may begin.

MR. RYAN: Good morning. Patrick Ryan, P-A-T-R-I-C-K, R-Y-A N.

Good for presentation? Thank you.

Madam Chairwoman, Commissioners, good morning. I'm Patrick Ryan, Executive Vice President and General Manager for Wind Creek Bethlehem. I've been with the property for 16 years and was lucky

1 enough to see it be built to be part of the
2 community's partnerships we've developed. And I
3 continue to be very proud of the property that we
4 operate today. We appreciate the opportunity to
5 apply for renewal and the strong partnership we have
6 with the PGCB. I'm happy to be joined by our
7 Leadership team today and I truly appreciate all
8 their support. We will do our best to present to
9 you a very nice overview of the property and answer
10 any questions that you may have.

11 The property is situated on 126 acres of
12 the former Bethlehem Steel site. In 2007, the
13 property was the largest-owned brownfield site in
14 the United States. In 2019, PCI Gaming purchased
15 the property for 1.3 billion dollars and in 2023,
16 invested \$160 million in our meeting and convention
17 center. Today, the integrated resort property has
18 over 550 rooms, five restaurants, three bars and the
19 largest meeting space in the region.

20 Wind Creek Bethlehem employs over
21 1,600 team members. The property is situated in the
22 southside of the City of Bethlehem with a population
23 of over 75,000 people. Surrounded by a vibrant arts
24 district and historic district filled with unique
25 shops, restaurants, residential and universities.

1 The area is a thriving tourism spot in the state.

2 Wind Creek Hospitality is a company
3 that focuses on their team members and the
4 community. We're a purpose and values-driven
5 company that believes inspiring and empowering our
6 team members comes first. A great demonstration of
7 Wind Creek's commitment to our team was paying them
8 through the closure of the COVID-19 pandemic. We
9 also committed to their 90 percent premium cost for
10 health benefits and once reopened, followed through
11 on our promise to pay the quarterly incentive bonus
12 that the team earned during the closure. Every team
13 member employed at Wind Creek Bethlehem, no matter
14 what their level, can earn the quarterly bonus.

15 From a community standpoint, while
16 not obligated during the COVID pandemic closure,
17 Wind Creek paid two and-a-half million dollars in
18 local share assessment tax. Throughout today's
19 presentation you will see many examples of the
20 commitment Wind Creek has to its team members and to
21 the community.

22 Our sales and marketing and player
23 development teams continue to drive new business to
24 Wind Creek. We average 16,000 visitors a day,
25 totaling six million visitors a year, and this

1 doesn't include visitors to our hotel, convention
2 center, concert venue or outlet mall. Per our 2019
3 commitment to the PGCB, we completed a \$160 million
4 hotel and convention center expansion in 2024.

5 Wind Creek continued their commitment
6 to the property improvements and enhancements with
7 almost \$8 million in capital projects. Construction
8 on Starbucks is complete. You can see that in the
9 top-left slide there. In quarter one, we will begin
10 construction of Moe's Southwest and Auntie Anne's,
11 which are located in our food court which is off the
12 casino floor.

13 Totaling \$3.7 million, our high-limit
14 slot lounge refresh and high limit slot room
15 addition will create a spot for our high end guest
16 that differentiates Wind Creek Bethlehem from its
17 competitors. You can see those pictures in the
18 center and in the lower part of the slide on the
19 right.

20 The design and architectural drawings
21 are completed for both projects so that we can begin
22 the bidding process. We anticipate the high-limit
23 slot lounge to begin this quarter, depending on lead
24 times. We'll also talk about our one million dollar
25 garage lighting project, which Glenn, our Director

1 of Security, will speak to; and who knew that
2 lighting your garage would be a million dollar
3 project, but things are crazy today. And then we
4 will complete our \$3 million casino carpet
5 replacement which will enhance our offering and
6 align the casino floor with all of our newly-
7 developed and renovated areas.

8 As I said, we're situated on 126
9 acres of the former Bethlehem Steel site. The
10 remaining development of that site has been greatly
11 anticipated with the city, with our residents, and
12 we've engaged a master developer who's currently
13 working on feasibility studies that will help to
14 figure out what our vision is for the rest of the
15 property that we have.

16 Just an overview of how large the
17 property actually is to the right and the blue is
18 the parking garage and then the yellow areas are the
19 casino, outlet mall, event center and our two hotel
20 towers.

21 Quick overview of our casino floor;
22 it's over 150,000 square feet of gaming space, 2,318
23 slot machines including our high-limit slot area,
24 143 live table games, 20 table poker room, two live
25 dealer-assist electronic table game stadiums with

1 216 terminals and our sportsbook which is operated
2 by Betfred. In addition, Wind Creek committed to
3 and purchased 489 new slot machines totaling \$9
4 million. We reconfigured our casino floor to create
5 a comfortable environment with increased spacing
6 between machines for our guests.

7 In 2022, we constructed a new poker
8 room at a cost of \$2 million which includes 20 poker
9 tables for various skill levels, tableside massage
10 services, an upgraded lounge for our guests and
11 complimentary beverage service.

12 Powered by Betfred, our sportsbook
13 offers in-person and online betting. We have eight
14 self-service kiosks and betting on a variety of
15 sports like football, baseball, hockey, soccer,
16 golf, MMA and college sports. We also offer food
17 and beverage service and you can see in the photo a
18 21-panel TV with those comfy blue chairs to really
19 sit back and watch the games. This is where we're
20 ramping up football season. So this is our busiest
21 time in sportsbook.

22 Our hotel is a AAA Four Diamond Hotel
23 and now includes two towers. The South Tower, which
24 opened in 2011 was renovated in 2016, and our new
25 North Tower, which opened in 2023. We offer a wide

1 selection of room types. We've got chairman suites,
2 presidential suites, executive suites and a whole
3 bunch of really beautiful 400-square foot rooms
4 which you can see in the top left of our slide which
5 are still the largest sleeping rooms in the area.
6 And we're currently budgeting and planning to
7 renovate our South Tower in 2025.

8 Talk a little bit about our non-
9 gaming amenities. Restaurants; the property
10 includes five restaurants with a newly-added food
11 and beverage offering in our retail mall. Chop
12 House, which is our fine dining steakhouse. It's
13 quite the experience for foodies with an incredible
14 selection of steaks and seafood, amazing entree
15 specials and some delicious desserts prepared by our
16 in-house pastry team. The service in Chop House is
17 unmatched with a team that has been with us for many
18 years. It's one of the things we pride ourselves
19 on. We've had so many 5, 10, 15-year employees with
20 the property and it's just something that's really
21 important to us.

22 Urban Table is our upscale casual
23 restaurant, which offers an eclectic menu with
24 delicious burgers, seafood appetizers and some
25 really amazing specials. Saturday it is my go-to

1 spot to walk through on my way through the property
2 to see what the specials are because I think they're
3 just so good and sometimes that's my dinner. So
4 it's pretty great. Very lucky there as well to have
5 an incredible team that's been with us for so many
6 years.

7 Steelworks Buffet and Grill is our
8 all you can eat buffet and also serves a la carte
9 classic comfort foods. Twisted Tees is what's new
10 to our family and it's located on the lower level of
11 our outlet mall, featuring upscale pub fare along
12 with local beverages.

13 Chopstick is our authentic Asian
14 cuisine restaurant located on the casino floor and
15 it's well known with our customers and offers a
16 variety of Asian flavors. The Market Gourmet
17 Express where you saw Starbucks, Moe's Southwest and
18 Auntie Anne's that will currently go in there. It's
19 a great quick service option for our guests and it's
20 open 24 hours a day.

21 We have three bars and lounges on
22 property. First we've got Molten Lounge which is a
23 local hotspot where we have live entertainment free,
24 Thursdays, Fridays and Saturdays. Coil, which is in
25 the center of the casino and serves a great meeting

1 spot for our guests, offering tabletop poker in the
2 circular bar that is the second picture on your left
3 and MIXX is our newest addition located off the
4 lobby; very distinguished stylish bar offering
5 sophisticated cocktail menus and live entertainment
6 on Thursday, Friday and Saturday.

7 We talked a little bit about the
8 property in the beginning being an integrated resort
9 property. So the areas in the yellow that I showed
10 you on the full map we then have a 200,000 square
11 foot outlet mall that is attached to the property.
12 We've got brands like Tommy Hilfiger, Coach, Michael
13 Kors and in addition to that we've had a focus on
14 experiential offerings.

15 We've been partners with Kids Quest
16 and Cyber Quest for some time. Angry Jack's Axe
17 Throwing is new. Twisted Tees, virtual sports
18 simulators and all of these things continue to offer
19 the guests and families that are on property
20 something non-gaming to do while they're here with
21 us. In the top-left picture is our W store which is
22 our property's gift shop and is currently undergoing
23 a 2.1 million dollar renovation and will have a very
24 modern and open concept when completed.

25 Health and wellness. This is all

1 part of our new tower that we completed in 2023 and
2 we do have a focus on health and wellness for the
3 guests staying with us. Our spa, which is 14,000
4 square feet, which is pretty huge, but when you
5 think about it, one wing of the tower, which is
6 about 30 rooms is 14,000 square feet. So the spa is
7 on the very top level of our new tower and
8 encompasses an entire wing of the property.

9 We offer full-service salon, luxurious
10 amenities like relaxation pools, infrared saunas,
11 aromatherapy rooms, along with just about any other
12 spa treatment you could imagine. Our fitness center
13 which is located in the middle, has some really
14 amazing views of the Bethlehem Steel campus, the
15 blast furnaces and all the historic buildings there.
16 Really just a great place to be. And then to the
17 right is our indoor pool and that's located on the
18 second level of the property. Again, with an
19 amazing outdoor area and views of the rest of the
20 campus.

21 Continuing our journey through the
22 property, we have two great adult and family
23 entertainment options. The Event Center at Wind
24 Creek, which is on your left, hosts over 90 shows a
25 year, can accommodate 2,300 guests seated and 3,300

1 guests for general admission. That totals over
2 250,000 guests that visit the Event Center in a
3 year. So if you put that on top of our six million
4 visitors just to the casino floor, you can begin to
5 understand the volume that we see every day on the
6 property. In 2024, we hosted acts like Kevin Hart,
7 John Legend, Jerry Seinfeld. Past acts include
8 Britney Spears, Mariah Carey, Janet Jackson, The
9 Killers, Cardi B, Jay Leno, Chris Rock and Luke
10 Combs. So quite a lineup that goes through there.
11 I think our regional location is a real big bonus
12 for us as people come through New York or into
13 Philly; we're a really good stop-all for some of
14 these really large names that we've had.

15 Kids Quest and Cyber Quest on the
16 right you can see Located on the lower level of our
17 outlet mall gives guests the option to see a show,
18 dine or game while being able to keep their children
19 entertained in a safe and fun environment.

20 Kids Quest offers supervised
21 entertainment for children ages 3 to 13, while Cyber
22 Quest, which is adjacent, offers family-friendly
23 arcade experience. We've partnered with Kids Quest
24 and Cyber Quest as they're an experienced family
25 friendly arcade that specializes in casino

1 partnerships. They understand the importance of
2 giving our guests a reasonable option for their
3 children. Their business model has been very
4 successful in their offerings for families that
5 visit our property.

6 Last but not least, as you continue
7 the journey through the property is our new meeting
8 space. So the original property had 14,000 square
9 feet of meeting space. With the new hotel tower and
10 meeting space addition, we now have over 60,000
11 square feet of meeting space and have become the
12 largest conference center in the region with over \$8
13 million in group business in just our first year,
14 Wind Creek Bethlehem has been able to attract and
15 book weddings, state associations, corporate and
16 non-profit groups that haven't been able to host
17 meetings in the Lehigh Valley area.

18 We're excited to be able to bring
19 this new level of tourism to the city and to the
20 Lehigh Valley and in 2024 we totaled about 250,000
21 attendees just coming through for conferences,
22 weddings, any sort of group function that you can
23 imagine.

24 We truly appreciate your time today.
25 I'm going to pass this on to Chanel Mahone,

1 Director of HR and I should pass that too.

2 MS. MAHONE: Thank you. Chanel,
3 C-H-A-N-E-L, Mahone, M-A-H-O-N-E. Good morning, I'm
4 Chanel Mahone, HR Director at Wind Creek. It's a
5 pleasure to be with you today to delve into the
6 dynamic and enriching culture of Wind Creek
7 Bethlehem. In my presentation, I will be
8 highlighting some of our most important initiatives
9 and strategies that shape our workforce and drive
10 our success.

11 At Wind Creek Bethlehem, we pride
12 ourselves on cultivating a culture that is
13 inclusive, supportive and driven by shared
14 commitment to excellence. Here are some key facts
15 and highlights of our workforce as of June 1st,
16 2024. We have a total of 1667 team members, over
17 \$1.2 billion paid in compensation from lifetime to
18 date, with \$469 million since the last gaming
19 license renewal. We offer a bonus program that is
20 paid every quarter to eligible team members totaling
21 \$25.3 million since 2020.

22 Ninety-four (94) percent of our
23 employees are Pennsylvania residents and 93 percent
24 hold full-time positions. We have nearly 575
25 additional staff employed by third-party attendants

1 in retail, the Event Center and food and beverage
2 outlets.

3 Wind Creek contributes significantly
4 to job creation and economic growth in the Lehigh
5 Valley through diverse employment opportunities in
6 hospitality, gaming and retail. We offer a
7 comprehensive benefit package including medical,
8 dental and vision with the company covering 90
9 percent of medical premium costs for team members.

10 Career Advancement. Team members
11 have the opportunity to seek various career
12 opportunities throughout internal posting and
13 promotion policy and dual-rate program allowing them
14 to gain valuable work experience and enhance their
15 competencies. We offer yearly merit increases to
16 eligible team members at the start of each physical
17 year and Wind Creek also conducts a yearly industry
18 salary analysis for all positions resulting in over
19 868 team members receiving equity adjustments in
20 2023.

21 Lastly, in 2022, Wind Creek awarded a
22 one-time cash stipend to all team members as part of
23 inflation relief efforts. These highlights
24 represent our dedication to creating a rewarding and
25 supportive work environment for all of our team

1 members.

2 Recruitment Our recruitment
3 strategies are designed to attract top talent who
4 share our values and vision. We offer a bonus
5 program quarterly for all team members who are
6 eligible. PTO; Wind Creek Bethlehem offers team
7 members paid time off accrued over the course of the
8 physical year in recognition to their commitment.
9 Our accrual rate is based from zero to one year,
10 where team members can accrue four-plus weeks of PTO
11 a year. From one to three years of service, team
12 members can accrue five-plus weeks. From three to
13 ten years, six-plus weeks and after ten years,
14 seven-plus weeks.

15 Wind Creek offers a 401k program with
16 a generous company match. All new hires are auto
17 enrolled for a three percent pre-tax contribution.
18 The company matches a hundred percent of the first
19 four percent contribution and 50 percent on
20 contributions of five percent and six percent
21 biweekly.

22 Employer of Choice. This initiative
23 is designed to provide a healthy work-life balance
24 through flexible shifts and competitive pay
25 incentives. Our goal is to attract and retain top

1 talent by creating an environment where our team
2 members feel valued and supported. We offer a
3 select shift differential program. The pay details
4 include a ten percent increase to base rate and a 25
5 percent increase to base rate on identified peak
6 days such as Thanksgiving, Christmas, New Year's
7 Eve, for a total of 15 peak days per year. These
8 shifts days are Friday, Saturday and Sunday
9 beginning at 1:00 p.m. on Fridays through 3:00 a.m.
10 on Sunday.

11 Our flexible schedules include four
12 10-hour shifts and three 12-hour shifts. The
13 company also offers a company buyback at the end of
14 each physical year that provides team members who
15 have worked for the company for at least one year to
16 buy back accumulated PTO hours in excess of 240
17 hours. We also have an exceptional team dining room
18 that offers a variety of hot and cold options for a
19 three dollar meal along with free soup, salad,
20 fruit, bagels, sodas and juice available for team
21 members to enjoy.

22 Employee Demographics. Our workforce
23 is diverse and inclusive, reflecting our commitment
24 to creating an equitable workplace and here are some
25 of our key statistics. Gender distribution; our

1 team consists of 58 percent males and 42 percent
2 females. Minorities make up 42 percent of our
3 staff; professionals and above. Generational
4 diversity; our workforce includes members from the
5 Silent Generation to Gen Z. These numbers highlight
6 our ongoing effort to continue to foster diversity
7 and inclusivity at all levels of our organization.

8 Employment Geography; our Commitment
9 to Hiring Our commitment to local hiring is a
10 cornerstone of our employment strategy and here's a
11 snapshot of our team's geography. Ninety-four (94)
12 percent of our team members reside in the State of
13 Pennsylvania and 83 percent of our workforce lives
14 in the Lehigh Valley. These figures underscore our
15 dedication to supporting the local economy and
16 fostering community connection by prioritizing local
17 talent in our hiring practices.

18 Economic Development. Wind Creek
19 Bethlehem is recognized by the Lehigh Valley
20 Economic Development as Lehigh Valley's largest
21 private sector employer in the casino/hotels
22 category. Diversity Statistics for Supervisors and
23 Above; this slide represents our diversity
24 statistics for supervisor and higher roles,
25 reflecting a positive trend towards diversity in our

1 leadership positions.

2 As you can see on the graph, the
3 solid blue line represents the actual numbers each
4 year with the dotted line indicates the trend over
5 time. From 2019 to 2024, we've observed a notable
6 increase in the number of minorities stepping into
7 these leadership roles, demonstrating a positive
8 trend towards greater diversity in our leadership
9 positions.

10 Diversity Statistics for our Team
11 Members. This slide represents our diversity
12 statistics for team members. Again, as you can see
13 on the graph, the solid blue line represents the
14 actual numbers, while the dotted blue line indicates
15 the trend over time. From 2019 to 2024, we've
16 observed a notable and positive increase in the
17 hiring of minority team members, showcasing a
18 commitment to enhancing workforce diversity. The
19 minority groups included in this data are black,
20 African-American, Hispanic or Latino, Asian,
21 American Indian, Native Hawaiian, individuals of two
22 or more races and females. This progress reflects
23 our ongoing commitment to fostering an inclusive and
24 diverse leadership team and workforce.

25 Training at Wind Creek Bethlehem we are

1 dedicated to the growth and advancement of our team
2 members. We offer a variety of training and
3 development classes that support operational,
4 professional and personal development. These
5 classes include RAMP, which is Responsible Alcohol
6 Management Program, our annual compliance trainings,
7 guest service trainings and development trainings.

8 Our Dealer School is a vital part of
9 our training program, offering significant job
10 opportunities within the Lehigh Valley. Here are
11 some key facts and highlights of our Dealer School.
12 Opened in February of 2017, offering professional
13 training in six type of casino games. Achieves a 62
14 percent graduation rate with over 700 Blackjack
15 class graduates from 2017 to 2024. Free tuition
16 with flexible schedules to accommodate working
17 individuals.

18 The average starting rate is \$27.45
19 for an average annual salary of \$57,000 a year.
20 Training includes potential advancement within the
21 Table Games Department from dealer to supervisor,
22 pit manager, assistant shift manager and shift
23 manager. Our recruitment team and Dealer School
24 Program Manager conducts monthly sessions providing
25 a detailed preview of dealer life at Wind Creek,

1 covering class requirements such as PGCB licensing,
2 benefits, schedules and auditions to prospective
3 students. Our Dealer school not only equips
4 individuals with essential skills, but also opens
5 doors to rewarding career paths in the gaming
6 industry.

7 Thank you. Now we'll pass it over to
8 Julian Corwin.

9 MS. CORWIN: Julia, J-U-L-I-A,
10 Corwin, C-O-R-W-I-N.

11 Good morning. My name is Julia
12 Corwin and I am the Director of Corporate
13 Communications for Wind Creek Hospitality. I've
14 been at the property for about 16 years and have
15 overseen our community relations efforts since 2011.
16 I'd like to take you through some of the highlights
17 of the property's involvement in our in the in our
18 community over the last several years.

19 Our slot voucher program has been a
20 great example of our patrons getting involved in
21 donating their tickets into a donation box at the
22 exits. These typically small donations added up to
23 over \$88,000 in 2023, and over \$230,000 since
24 inception. On top of those donations, Wind Creek
25 Bethlehem commits \$300,000 annually to our local

1 programs focusing on community needs like housing,
2 food insecurity and family support.

3 Programs like these, not only need
4 financial support, but volunteers, and Wind Creek
5 Bethlehem has opportunities throughout the year for
6 our team members to get involved. Since 2015, we
7 have created over 3,000 volunteer opportunities and
8 have served over 11,000 hours. Wind Creek Bethlehem
9 has donated over 3.2 million in lifetime
10 contributions.

11 Other ways that Wind Creek serves the
12 community; through local non-profits, we hold food
13 drives, host team member donation events, volunteer
14 for community events and Bethlehem Southside
15 Cleanup. The holidays always offer opportunities
16 for our team members to adopt families to support or
17 work with other organizations to donate toys.

18 Wind Creek Bethlehem is a proud
19 sponsor of key community partners like ArtsQuest,
20 the Bethlehem Area School District and the Southside
21 Arts District, which illustrates our investment in
22 local cultural, educational and neighborhood
23 development. We also have active participation on
24 local boards such as Lehigh Valley Industrial Park,
25 Northampton Community College Foundation, ArtsQuest,

1 Discover Lehigh Valley, Bethlehem Chamber of
2 Commerce, Southside Arts District, among others.

3 Part of our partnership with
4 Northampton Community College over the years has
5 been an experience expansion of hospitality and
6 customer service training with their students, which
7 fosters professional skill development and
8 strengthens the local hospitality workforce.

9 One last call out is the Steelworker's
10 Archive. In 2016, we relocated their offices to the
11 Outlets for Greater Public Accessibility. Wind
12 Creek equipped their team with new AV equipment so
13 they could continue to document the oral history of
14 Bethlehem Steel and their former employees.

15 I mentioned several organizations we work
16 with, but I'd like to highlight three today. VIA of
17 the Lehigh Valley is a non-profit dedicated to
18 assisting children and adults with disabilities such
19 as autism, cerebral palsy and down syndrome. While
20 we have contributed over \$190,000 over the years, we
21 have had a donation been on property for years,
22 which has helped Via raise money at their local
23 stores and more recently online to support their
24 efforts.

25 Victory House; this important

1 community partner supports individuals who are
2 transitioning to independent living, providing a
3 fresh start for their clients. The \$265,000 Wind
4 Creek has donated to their program has helped fund
5 their health center, programming and fundraising
6 scholarships.

7 Donegan Elementary has been near and
8 dear to the heart of Wind Creek Bethlehem since
9 2014. Many of our team members live on the south
10 side of Bethlehem where Donegan is located and have
11 children who attend or have attended the school.
12 Donegan is a community school which follows a model
13 of partnership between community stakeholders,
14 families and schools. While Wind Creek Bethlehem
15 has donated over \$600,000 to the school, I think
16 it's safe to say that all the volunteer hours and
17 events our team members have participated in over
18 the years is what makes this partnership truly
19 special and exemplifies Wind Creek's commitment to
20 building communities.

21 So next I'll pass it off to Mike
22 Magazzu.

23 ATTORNEY MAGAZZU: My name is Michael
24 Magazzu, M-I-C-H-A-E-L, M-A-G-A-Z-Z-U. Executive
25 Director, Compliance and Risk Management. I only

1 get one slide today. My colleagues tell me I lack
2 the charisma for multiple slides, so - but it is a
3 topic that we are very passionate about and it is
4 our efforts to mitigate compulsive and problem
5 gambling.

6 I do oversee our property's
7 Responsible Gaming Committee. This is something
8 that's very near and dear to me and some of the
9 elements of our responsible gaming efforts are as
10 follows. We partner with Mr. Josh Urkel and the
11 Council on Compulsive Gambling and we attempt to
12 host and sponsor at least one workshop each year
13 where we invite counselors, social workers,
14 psychologists and other professionals to these
15 workshops. Over the years, we've been able to host
16 over 3,500 such professionals and they become
17 educated on this topic. Some are new to the topic,
18 some are already experienced in it, but then they're
19 able to take that education and help their clients.
20 Another area that we focus on is, aside from the
21 community outreach, is our internal training.

22 Every newly-hired team member at Wind
23 Creek Bethlehem goes through new-hire orientation,
24 and as part of that orientation, one of the areas of
25 focus is Responsible Gambling.

1 So every one of our team members gets
2 trained on it, and then the vast majority of our
3 team members get trained on it on annual basis. So
4 we really focus on it from both a community
5 standpoint, but also constantly training our folks
6 internally on, mainly on the signs to look for
7 anywhere on property, mostly on the casino floor,
8 but really focusing on the signs of problem
9 gambling.

10 The last element that I want to
11 mention, which I think I could say on behalf of all
12 of my colleagues here that we are the proudest of,
13 is the policy that we have implemented that is
14 essentially banned from one/banned from all policy.
15 It was a decision by our CEO in 2019 when we
16 prepared to launch our iGaming website and we had
17 meetings with Board staff and we ultimately decided
18 that if an individual was banned from any one form
19 of gaming, we would ban them from all forms of
20 gaming.

21 If they were banned or excluded from
22 any one of our properties, we would exclude them
23 from all of our properties. And banning them across
24 all forms of gaming is not a legal mandate. It's
25 not a regulatory mandate. It is encouraged, and we

1 take it seriously. We strongly believe that if you
2 acknowledge that you have an issue with gambling in
3 one form of gaming, then that could very well be a
4 sign that you might have an issue in other forms of
5 gaming. And even if we can't prove it, we take that
6 approach and we believe that it's a social and moral
7 responsibility that we have to the Commonwealth and,
8 therefore, that's the policy that we've implemented.

9 And that is all I have. And now I
10 will pass it to Glenn Granitz, who is our Director
11 of Security. Thank you.

12 MR. GRANITZ: Thank you and good
13 morning. My name is Glenn Granitz. My first name
14 is G-L-E-N-N, and my last name, G-R-A-N-I-T-Z. I
15 have a few slides, but I do think that my friend
16 Michael has great charisma, so we'll see if we can
17 follow him up.

18 I've been fortunate enough to be with
19 Wind Creek Bethlehem for the last two and-a-half,
20 almost three years now on property. And in my time,
21 the thing that I'm most proud of is what we're doing
22 in our relationships with our partners. Whether it
23 is gaming, whether it is Pennsylvania State Police
24 and of course the City of Bethlehem. My mandate
25 from Patrick and from Wind Creek as a whole is to

1 establish great relationships, to be honest and be
2 forthcoming and that is why whenever anything
3 happens, good or bad, Patty or Lauren often hear it
4 from me.

5 Actually, before we left this
6 morning, talking with Lauren, just a general morning
7 thing, and that's very important to us here at Wind
8 Creek is how we operate. I think Patrick has done a
9 great job of explaining where we're situated and how
10 unique our wonderful property is in Bethlehem,
11 Pennsylvania. Over 16,500, trending towards 17,000
12 people-a-day right now as our numbers each year
13 continues to rise post-COVID. Today, we will hit
14 our 4.9 millionth visitor on the casino floor today,
15 trending toward being ahead of last year's pace as
16 well.

17 In being in this great residential
18 neighborhood on the southside of Bethlehem, which is
19 a walking neighborhood surrounded by an elementary
20 school, a charter arts high school, a Division 1
21 university, several other universities, and even a
22 community college that is pretty much nestled onto a
23 part of our campus, it is a vibrant and busy area
24 and we partner with so many third parties like
25 ArtsQuest. Many of you may have heard of some of

1 their huge events that bring an additional 5,000 or
2 10,000 people onto our property every weekend. And
3 that 4.9 million on the casino floor as of today
4 does not account in any way for any space off of
5 that floor, as has been mentioned.

6 So whether you're coming in to shop
7 at Coach, whether you're attending your company's
8 thousand person training in our ballroom, or whether
9 you're just coming to eat at Urban Table or dine at
10 Twisted Tees, that never counts into that number.
11 So the amount of volume that we have every day and
12 throughout the course of a year is truly amazing.

13 On weekends and high-volume days, we
14 average over 25,000 people on the casino floor
15 alone. So over the past few years we have made some
16 significant improvements and investments as it
17 relates to the safety of our guests and team
18 members. One of our favorites is our license plate
19 reader project which was completed in 2023. Our law
20 enforcement partners and of course us on property
21 love this. It is a useful tool in everything that
22 we do. We refer to it as a game changer. A car
23 does not enter our property or leave without us
24 knowing everything that is going on with it.

25 Additionally, in 2023, we added a

1 thermal infrared camera to our mobile units with our
2 third-party provider which is Signal Security.
3 You'll hear more about them in a minute. We always
4 have at least one vehicle on the road in our parking
5 deck or on our parking lots that is able to scan all
6 of the cars as it drives by to see if there is a
7 person inside of it.

8 Just recently, over this past summer,
9 Wind Creek Bethlehem made an over \$500,000
10 investment in a brand new digital Kenwood radio
11 system, which was greatly needed and it was
12 installed and operational. When we last met, I
13 think it was about two or three weeks old. I'm
14 happy to say that it continues to operate extremely
15 well without issues. And it's so great because even
16 from an employee perspective and safety, it has
17 emergency functions for our team members if they
18 should need it. And you would say what could they
19 possibly use it for?

20 Well, just the other day it was used
21 for a slot attendant to call in a significant
22 medical emergency that one of our guests was having,
23 ensuring that they were able to get on the radio
24 that we could locate them and that the guests could
25 get the medical help they needed. And that's

1 exactly why we're putting the money into these
2 projects here on property. We're also taking it a
3 step further by establishing a mass messaging
4 community communication system for all of our team
5 members to alert them, of course, in the event of an
6 emergency, but for all other major news items on
7 property, that has been very well received.

8 Patrick mentioned the garage lighting
9 project. Lights is something that is near and dear
10 to my heart. In my former occupation as a chief of
11 police, it's called crime prevention by
12 environmental design. And it simply put, it's not
13 anything you wouldn't do at your own home. You
14 probably might put up some spotlights or some motion
15 lights and Wind Creek didn't need to do this. We
16 had lights in the garage, everything was fine, but
17 we realized that it could better. And when adding
18 these LED lights -. I take pictures of it, I get so
19 excited. I'm probably in the minority on that, but
20 it is a night and day difference for our guests and
21 team members. And it just really illuminates the
22 whole garage to a level that we hadn't experienced
23 before.

24 I also wanted to hit on VeriDocs,
25 which is a license scanning platform, an

1 identification authentication platform that we use
2 at our property at all of our entrance and we've had
3 VeriDocs on property for several years. We've
4 reached recently upgraded with some new features.
5 VeriDocs is probably a product you're familiar with
6 from other properties.

7 In talking to a lot of my colleagues,
8 I know it's probably the most common one. We're
9 very happy. Obviously it allows us to include the
10 self-exclusion database and any other ban or for any
11 reason that we may need to flag an identification
12 and the things that come through Mike's office.

13 In 2021 through 2023, we were able to
14 locate 205 fake IDs and were able to identify over
15 70 false IDs in that same time. This is where that
16 system really pays dividends. And you may wonder
17 what's the difference? Fake ID? I think it's self-
18 explanatory. A false ID is when you have an older
19 brother, sibling, a sister, and you pass your ID
20 back, get in, you know, somehow get the ID out, get
21 it to a family member or someone that looks like
22 you, that's a false ID, and the system is very
23 helpful in that.

24 So you may ask what's next in terms
25 of our improvements or advancements? We had

1 recently conducted that approved demo through gaming
2 of a weapons detection system known as OpenGate.
3 And we had done that. We had great feedback from
4 our team members, we had great feedback from our
5 company as a whole and, most importantly, I think
6 from guests as well. We had great feedback.

7 So we purchased that system. That
8 system is actually on property. We expect to go
9 live with it in early 2025. We are hiring above and
10 beyond our normally budgeted limits. We actually
11 brought in 12 new security officers this past week
12 and we actually went over budget on security
13 officers, which I know may not be what everyone
14 always wants to hear, but we did it and we're going
15 to continue to do that, which is great.

16 I do want to again, thank, I don't
17 believe he's here, I didn't see him, but Sergeant
18 Presley, who was with us for a while, was very
19 helpful in our partnership with PSP about selecting
20 a system, working through the system. And we can't
21 speak enough about that relationship that we have .

22 Going beyond what we can buy. It's
23 really about what we can do and it's what we can do
24 for our team members. And I have a background in
25 training. I feel very passionate about training.

1 We have trained our, we have changed our training
2 program three going on four times now since I've
3 been here. In each iteration, I feel like we get
4 closer and closer to everything that we want to be,
5 but with training you never stop. It should never
6 go stale. And actually just in the last two weeks
7 we've embraced a new version of that training that I
8 think will continue to pay dividends.

9 Our new security officers get a full
10 two weeks of training and that involves a lot of
11 scenario based, out-of-the classroom. You know,
12 PowerPoints are boring from what we hear, from what
13 we talk about, sometimes necessary, but we're out on
14 the floor, we're having them at the entrances, we're
15 scanning IDs with them, they're working with
16 trainers, they're working with officers that have
17 been with us for a while. We're really hitting home
18 on the areas that in the past we have struggled at
19 and we're working every day to get better.

20 Additionally, every one of our
21 officers on project property is part of a full de-
22 escalation program known as Evade. We have seen
23 such success with this program and a lowering to
24 almost zero hands-on incidents, knock on wood, that
25 we've actually taken a version of this de-escalation

1 program and brought it to all of our other guest-
2 facing departments; slot attendants, cocktail
3 servers, dealers also have the ability to have this
4 training which we find very useful in providing
5 quality service to our guests.

6 In closing, I want to talk about the
7 many things that we do as a property to prevent
8 unattended minors and underage incidents on our
9 casino floor. At a unique and expansive property
10 such as ours, we attract a large number of guests
11 and families and there is a great more opportunity
12 for these incidents to happen. It is always our
13 goal to prevent and ultimately stop these incidents.

14 We work with a security partner to
15 increase 24 seven patrols of our market and retail
16 area, which if you go through our reports, you will
17 find that's probably where about 90 percent of our
18 unattended minor incidents happen. This is
19 something we don't need to do, but we feel
20 passionate about it. These officers do checks of
21 the market area, the food court area, multiple times
22 an hour. They have to scan into certain areas to
23 make sure that they're crossing the areas that we
24 need them to. We do training specifically with them
25 on our unattended minors.

1 We've actually taken it to a point
2 with our whole company where unattended minor
3 training is part of our new hire training. So
4 today's Wednesday. So our newest group of new hires
5 are finishing their new hire today and they will
6 have received new hire training from a supervisor or
7 above from my team. And that is not something that
8 existed within the past few years. It's something
9 that we've adapted and changed.

10 Our new HR director is here and I
11 believe she experienced that in your training last
12 week. Very good. I didn't ask her that before here
13 she could have said no, I could have gotten a little
14 trouble. And so on average on a week, we're doing
15 over 900 checks of that retail area and the market
16 because we know that's an area that we struggle in.

17 We've improved the signage for the
18 interior. And again, in consultation with our
19 gaming office and in consultation with PSP, we've
20 reiterated our signs. I believe this is the third
21 reiteration of signage on property since I've been
22 here. I really like this new one. It's colorful.
23 It's large. If you've been to our property, I know
24 some of you have, they're out on six-foot high
25 signs. You almost run into them in some cases where

1 our guests literally have to see it.

2 And some of our changes to our food
3 court area, again, come from our relationship with
4 PSP. We've always had the stop and like a cell
5 phone and different things. But in consultation
6 with PSP, we updated these last year and they're on
7 there, but this has it in three languages. This is
8 Spanish, English and Mandarin. And again, that
9 comes - this was a direct idea from our PSP unit
10 that we brought into reality. We're always
11 listening. We don't claim that we always have the
12 best answers and we don't claim that we're always
13 perfect, but what we do say is that we'll listen and
14 we'll adapt, which, you know, we feel very strongly
15 about.

16 So these signs also identify Kids
17 Quest as the venue to help us and to help our guests
18 deal with childcare needs. We do provide an avenue
19 for guests to bring their children responsibly onto
20 property. And we do find that Kids Quest is a great
21 partner in that. And furthermore, beyond the
22 overall training, Patrick mentioned that we opened
23 Starbucks just two weeks ago.

24 And while I'm a Dunkin' guy, I went
25 over and I had the opportunity -am I allowed to say?

1 I think I'm allowed to say. That no, I had a great
2 time and - but I got to meet with their team through
3 Villa our who manages our food court. Villa accepts
4 our training on unattended minors. They are
5 partners with us in this. They know to notify us
6 immediately. They know the protocols. I was able
7 myself to speak with the Starbucks staff.

8 Dave Fulton, who's here, he's our
9 Director of Hotel. His staff gets particular
10 training, his hotel housekeeping front desk staff.
11 There is scripted verbiage with what employees are
12 saying to guests that have kids with them in the
13 event to prevent this. It's obviously on the key
14 card and then when they turn on that hotel room TV,
15 it's one of the first things they see when it comes
16 up to the Wind Creek channel. It's right on the
17 channel. I go up there every couple months and turn
18 on a TV in a hotel room just to make sure that's,
19 that's always working.

20 And finally, in addition to PSP on our
21 property, we partner greatly with Bethlehem PD This
22 week alone is crazy. Mike Pistone back there, our
23 Marketing Director. I it's a good thing I don't
24 have hair because it might not be here now, but
25 tonight we have Rod Stewart oversold on a Wednesday

1 night. Tomorrow night we got Billy Ocean and the
2 Pointer Sisters. It's like my mom's classic hits
3 this week. Friday we got Chicago fully sold out.
4 Saturday we got a huge event with the event center
5 and a Halloween party. So we have a crazy week.

6 So we bring BPD on property for all
7 of these hot high-volume nights. We believe in that
8 partnership. We believe in our guests seeing us
9 being proactive. It's a great relationship. All in
10 all, that investment over the past few years has
11 totaled out to right now almost \$6 million in safety
12 and security.

13 Thank you. And I will pass it over
14 to our Vice President of Finance, Mike Vinci.

15 MR. VINCI: Good morning ,everybody.
16 My name is Michael Vinci, M-I-C-H-A-E-L, V-I-N-C-I
17 Vice President of Finance at Wind Creek Bethlehem.
18 I've been here - I've worked at the property for
19 almost seven years. WCB, Wind Creek Bethlehem, is
20 proud to have contributed over \$2 billion in gaming
21 taxes life to date. As you are well aware, these
22 taxes are distributed to various programs and
23 projects including property tax relief, education,
24 the racehorse industry and other agricultural
25 programs as well as state and local economic

1 programs.

2 Growth of Gaming Revenue this slide
3 will show you our gaming revenue from 2018 through
4 2023. As you can see, Wind Creek Bethlehem has
5 rebounded and exceeded the COVID years of 2020 and
6 2021. Our 2018 and 2019 gaming revenue were \$521
7 million and \$522 million respectively. And our 2022
8 and 2023 gaming revenue were \$535,000,000 and \$550
9 million. Wind Creek Bethlehem has achieved a 5 and-
10 a-half percent growth from 2018 to 2023.

11 Currently, Wind Creek Bethlehem table
12 game revenue has been first in the state, 33 out of
13 the last 35 months. Wind Creek Bethlehem slot
14 handle has been first in the state for the last 33
15 consecutive months. And in the month of June, Wind
16 Creek Bethlehem's market share was 18.4 percent,
17 which was the largest in the state.

18 Gaming taxes. Here you will see the
19 breakdown on the box to the left that over \$2
20 billion in gaming taxes have been paid life to date
21 from 2018 to current, Wind Creek Bethlehem has paid
22 796 million dollars. This includes gaming taxes for
23 slots, tables, sportsbook, poker and online gaming.
24 The graph to the right will show you our gaming
25 taxes from 2018 through 2023.

1 Similarly, as the previous slide,
2 Wind Creek Bethlehem has rebounded and exceeded
3 those Covid years. Our 2018 and 2019, gaming taxes
4 paid were \$192 million and \$185 million
5 respectively. Our 2022 and 2023 gaming taxes were
6 \$186 million and \$193 million. Once again, these
7 taxes include our net slots, table games, Poker,
8 VTG, sportsbook and online gaming revenue.

9 Local share distribution and other
10 taxes. On the box to the left shows you that our
11 LSA has provided the respective areas from 2009
12 through 2023 a total of 258.1 million dollars. From
13 2018 to current we have contributed over \$115
14 million. The 2023 LSA contributed \$20.6 million to
15 the areas of Allentown, Bethlehem, Easton, Lehigh
16 and Northampton Counties. The box to the right
17 shows that other taxes Wind Creek Bethlehem has paid
18 contributed life to date such as property taxes,
19 sales taxes, Pennsylvania unemployment, local earned
20 income tax and the Hotel Occupancy tax.

21 Vendor spend. The three boxes here
22 will show you that Wind Creek Bethlehem has spent
23 with Pennsylvania vendors, WBE/WMBE vendors and our
24 local Lehigh valley vendors from 2018 through 2023,
25 \$441.2 million has been spent on Pennsylvania

1 vendors. \$42.4 million on WBE and MBE vendors and
2 \$78.2 million on local Lehigh Valley vendors.

3 Our procurement team actively works
4 with contractors and subcontractors to work with
5 WBE/MBE vendors and this is included in our
6 diversity indebtedment for all agreements. Please
7 note that the WBE and MBE vendors are not counted
8 twice and from 2018 to current, Wind Creek Bethlehem
9 has conducted business with a total of 119 WBE and
10 MBE vendors. One thing to note is the large amounts
11 indicated in years 2021 and through 2023 are a
12 direct correlation with the capital of our hotel
13 tower.

14 Capital spend. This slide will show
15 you what Wind Creek has spent over \$242 million in
16 capital funds from 2019 year to date, 2024. A large
17 majority of this spend, which was previously talked
18 about was our hotel tower, which we spent \$160
19 million, is pictured here. A few other Capital
20 projects. Shown here on the slide are our new
21 sports betting lounge, our over 480 new slot
22 machines totaling almost nine million dollars, and
23 conversion costs from Las Vegas Sands to Wind Creek
24 Bethlehem, such as the new sign on the Ore Bridge
25 and our system conversion. Our system conversion

1 costs included a new iView system and converting
2 from our previous gaming system, ACSC to CMP, SDS at
3 a cost of \$9.9 million. The Ore Bridge painting and
4 signage was over \$580,000.

5 And at this time, I'll pass it back
6 to Patrick and Mike Magazzu.

7 MR. RYAN: All right. Thank you. I
8 just really want to thank you for your time today,
9 for allowing us to present. That concludes our
10 presentation. And I've got to thank our Leadership
11 team who's here with us today. Thank you for taking
12 the time to come up and for everybody who presented
13 on my team, I'm incredibly proud. They put a ton of
14 hard work into this and just feel very lucky to work
15 with them. Thank you.

16 CHAIR: Thank you. OEC, do you have
17 any questions or comments for Wind Creek?

18 ATTORNEY FOGLE: Yeah. Thank you,
19 Madam Chair. Good morning, members of the Board.
20 My name is Michelle Fogle, F-O-G-L-E, Assistant
21 Enforcement Counsel with the OEC. I'm here today
22 with Co-Counsel Shelby Bizub, that's B-I-Z-U-B. She
23 is also Assistant Enforcement Counsel.

24 Mr. Ryan, regarding the updates to
25 the casino floor discussed on slide five, are there

1 any plans to change the size of the smoking area?

2 MR. RYAN: Not at this time.

3 ATTORNEY FOGLE: Okay.

4 And as of today, does Wind Creek plan
5 to reduce the number of slot machines or table games
6 at the casino?

7 MR. RYAN: No.

8 ATTORNEY FOGLE: Okay.

9 Moving on to training. Which
10 departments receive training on reporting and
11 addressing instances of finding unattended minors?
12 That'd be around slide 21.

13 MR. GRANITZ: I'll grab that since
14 I'm up here, if that's okay. So as I said, all new
15 hires receive unattended minor training in their
16 initial training.

17 Additionally, outside of that,
18 security surveillance, the hotel, the housekeeping,
19 and all of our third parties that work in the areas
20 of high concentration; our third-party security
21 vendor, our market area, and anyone that traverses
22 the retail area, as well will have further training
23 in that area on how to report it, what to be looking
24 for, and also how to - like we were talking about
25 scripting, how to try to prevent these incidents

1 when they see families and with children in our
2 property.

3 ATTORNEY FOGLE: Okay.

4 And you testified to earlier that the
5 security training is constantly being reviewed and
6 updated. Is that the same training that you then
7 present to the other departments that you just
8 mentioned?

9 MR. GRANITZ: The new-hire
10 orientation receives the portion that we tell our
11 officers or have in our training as well. And then
12 the hotel has a version of the of the - for theirs
13 if that makes sense.

14 ATTORNEY FOGLE: Uh-huh.

15 Okay.

16 And you discussed the enhanced
17 security protocols around slide 29. Can you please
18 describe the updates to the security protocols you
19 made since you were last before the board in May?

20 MR. GRANITZ: So a few things that
21 we've changed since May. Obviously, we completed
22 the purchase of the weapons detection system. That
23 however, is not live yet as we're hiring and doing
24 training, we have changed our new-hire orientation
25 within our security department training where we are

1 bringing them all with specific trainers, have
2 readapted our trainers to people that we feel are
3 very strong to make sure that they're leaving with
4 the best possible training, whereas before it was
5 left at the shift level.

6 And additionally, a change that we
7 definitely made within our procedures is that we
8 created a dispatcher position in the last few months
9 which is paid differently than our Security Officer
10 1. And the reason that this is important to our
11 protocol and our procedures is because this person
12 has a lot to do with the reporting, archiving and
13 tracking of unattended minors or other situations.
14 And so we're looking to move a higher level of team
15 member into those areas as well, and that was a
16 commitment that Wind Creek made in the last few
17 months.

18 ATTORNEY FOGLE: Thank you. And if a
19 team member does not properly address an instance
20 with finding or seeing an unattended minor, what are
21 the casinos, either corrective actions or
22 disciplinary actions, that it takes with that team
23 member? Well, Wind Creek is a coaching culture. So
24 we take all factors into consideration. Every
25 incident is reviewed when it comes to unattended

1 minors or minors that would enter the casino floor.
2 So even if it was, say I had walked past the minor
3 and not observed them in the market, Patrick would
4 be notified as my direct report. And then Patrick
5 would put it on the scale of coaching, written
6 warning or a suspension.

7 I will tell you that when it comes to
8 these incidents, we take it very seriously. And we
9 recently had an incident where we had coached a team
10 member and we felt that they had not followed
11 through on their end, they were not accountable.
12 And that team member received a written warning,
13 which at Wind Cree, you know, has several things to
14 it.

15 It means that you can't apply for a
16 new position and then for a certain period of time.
17 And it also means that you lose half your bonus,
18 which is a big deal. In this case, we also demoted
19 that person. And I only give you that example, and
20 that is not every example. I'm not saying that, but
21 that's actually occurred in the time period since we
22 last met, and that is how serious that we take these
23 things.

24 We do work with people, but when it
25 comes to these incidents in particular, there are

1 expectations that we have.

2 ATTORNEY FOGLE: Okay.

3 And then since May, have you incurred
4 any issues with team members not properly addressing
5 instances where they observe unattended minors on
6 the property?

7 MR. GRANITZ: I think the one that I
8 gave you is a pretty good one.

9 ATTORNEY FOGLE: Okay.

10 Great. Thank you. OEC has no
11 further questions. Thank you. Any questions from
12 my fellow Commissioners? Commissioner Dermody?
13 Thank you. Madam Chair, just two questions. How do
14 you become eligible for the bonus program? And
15 second, what do you mean by the Silent Generation?
16 I'm hoping I'm not included, but I have to tell you,
17 I've been called a lot of names over the years, but
18 never silent.

19 MR. RYAN: Okay. Regarding the - I'm
20 gonna leave - I will not take the second question,
21 but the first question, in regard to the bonus,
22 every team member is eligible for the bonus. So
23 they have to start on the first orientation of that
24 month for that quarter. So if it's January through
25 March, if you start in February, you are not

1 eligible. So you'll be eligible in April when we
2 start a new one. However, if you start orientation
3 in that first orientation of the month of January,
4 you are eligible for that quarterly bonus. And that
5 is every team member. I think that's very rare to
6 bonus every hourly team member in the building.

7 What's remarkable about it is it's
8 based on guest service. We are very proud of the
9 almost 92 that we achieve every quarter. And for
10 the first time, we achieved 92, which doesn't just
11 give the regular bonus, which I think is very
12 generous. It doubles the bonus for every hourly
13 team member in the building if we hit a 92 percent
14 in guest service.

15 Silent generation?

16 MS. MAHONE: I'm going to answer this
17 question as politically correct as I can. Wind
18 Creek has a very diverse workforce with cross
19 generational. The Silent Generation, I would say,
20 would be our most seasoned team members with lots of
21 experience and mentorships to our Gen Z team
22 members.

23 MR. DERMODY: I prefer seasoned.

24 MS. RALSTON: I had just three
25 questions. The first one is actually a question for

1 Chanel. I think it was slide 21. When you were
2 talking about supervisors and above for minorities,
3 I was just curious, did you guys
4 change your, like, recruitment strategies or were
5 those like internal promotions where you've been
6 seeing that uptick?

7 MS. MAHONE: They are both. Both
8 internal promotions and also external candidates who
9 are included in those statistics. And as I
10 mentioned earlier about our employer of choice, Wind
11 Creek, is very innovative in reference to
12 recruitment strategy. And so we contribute those
13 things, such as the select shift differential, the
14 bonus program, the generous PTO that we have, 401K.
15 All of those strategies impact and have been
16 successful with us attracting and enhancing our
17 strategy for a diverse workforce.

18 MS. RALTON: Thank you. And then
19 slide 28. I think, Mike, it was you, you were
20 talking about the annual problem gambling treatment
21 program. How would you say you guys are like
22 tracking the effectiveness of, like, how that's
23 helping the professionals that you're training? It
24 seems to have been, I think you said 2006. That's a
25 long time for that program. So how are you kind of

1 like tracking if it's working or not?

2 ATTORNEY MAGAZZU: That's a great
3 question. Not - to be candid, not really through
4 any metrics. It's really through communication with
5 Mr. Erkle. You know, when we sponsor and host those
6 programs, we - there's usually some dialogue with
7 him that leads up to it. For example, we'll
8 collaborate with him on the topics that we want to
9 cover and the content, you know, within those
10 topics, but then as follow ups, you know, we
11 communicate with him about how those professionals
12 receive it.

13 So it's really more anecdotal than
14 statistical, but communication with Josh and also
15 just feedback that we get from those professionals,
16 we tend to see a lot of, well, not - I don't know if
17 it's a decent amount of repeat professionals. They
18 like the program. So then they come back and then
19 we do solicit some feedback from them. And the
20 feedback that we get is generally really positive.

21 MS. RALSTON: Thank you. I thought
22 that was a really great thing that you guys are
23 offering to the different professionals. And then
24 my last question was around the weapons detection.
25 So are you guys seeing a lot of weapons come through

1 the casino? Is that why you put that in place?

2 MR. GRANITZ: The answer to that is
3 no. I think that Wind Creek wants to be a good
4 partner to our guests and to our community. I think
5 we want to be safe. I think we're aware that there
6 are other properties in Pennsylvania that do this.
7 And I think that we have found that our guests by
8 and large would prefer this. And I don't know if
9 you have anything to add?

10 MR. RYAN: This has come up in team
11 member townhalls for quite a while now. And I mean,
12 I think what we found when we did the test weekend,
13 yes, our guests were really excited to see it, felt
14 safer. A lot of positive comments about it, but
15 most impressive to me frankly is our team and how
16 much they felt safer with us putting this in.

17 So, I think they're very excited
18 about it. But as far as did we do it for that
19 reason? The answer, to echo Glenn, is no. It's
20 just I think the right thing to do.

21 MS. RALSTON: Okay.

22 CHAIR: Commissioner Dillon, do you
23 have any questions?

24 MR. DILLON: Yes. First thing I like
25 to say, I like to make a statement. I want to

1 commend you and your Wind Creek team on your
2 presentation. We can see that a lot of work has
3 been put into you coming before us and hitting us
4 with a lot of facts. I had a bunch of questions,
5 but you, in the process of your presentation, you
6 answered a bunch of my questions.

7 The one concern I have and that we
8 take very seriously as an agency is the unattended
9 minors. All right? Now, your numbers are
10 significantly higher than anyone else throughout the
11 state. And in 2023, at 68 instances, with 104
12 children that were involved. So, so far, in 2024,
13 you have 60 incidents with three months to go. So,
14 you're on a pace to hit 80. So, we're looking to
15 see a trend that's going in the opposite direction.

16 So, I hear that the food court is a
17 major issue for you. So, I'm hoping that. We're
18 hoping that maybe you guys can maybe reevaluate. I
19 know you're doing everything you think possible to
20 try to curb that, but, you know, if, you know, we
21 would like for you to possibly, you know, focus on
22 that area, if that's your pressing spot.

23 MR. RYAN: Sure.

24 MR. GRANITZ: Would it be okay if I
25 respond to that?

1 MR. DILLON: I would love for you to
2 respond.

3 MR. GRANITZ: Perfect. Thank you. I
4 appreciate you bringing it up because it's something
5 that, quite honestly, if it's something that keeps
6 me up at night, it definitely deserves to be talked
7 about. So, it's something that we take beyond
8 seriously. And, you know, when one thing that
9 happens, and this comes from 20-some years of police
10 experience and going to all these wonderful schools,
11 is that when you put focus and pressure and training
12 on something, you find it. What matters to me - I
13 would love to get to a zero number. That would be a
14 perfect world.

15 What matters to me is the response
16 time in which we're locating and identifying that
17 these minors are unattended. And the feedback that
18 I'm getting from your team, whether it be Patty,
19 Lauren or state police, and the feedback that I'm
20 getting is that in the same period of time, where
21 you're right, we're finding more, is that we're
22 finding them quicker.

23 And so, we're not, you know, once our
24 people are with them and we're getting them to law
25 enforcement, we're bringing law enforcement in and

1 we're making sure that child is reunited with their
2 parent/guardian, however it may be.

3 It is an utmost focus for us. We are
4 ears wide open and taking those suggestions.
5 However, the one thing that I know is that with the
6 training of the food court staff and the training of
7 all the new people coming in, is that we will
8 actually find more. It's kind of like when you put
9 light on something, you're like, oh, that's dusty.
10 I got to - you know, you see more when you shine the
11 light on it, and I am very happy with the direction
12 that we're going in, but it doesn't mean that we're
13 going to stop working on it.

14 MR. DILLON: Thank you.

15 CHAIR: Commissioner Regan?

16 MS. REGAN: Yes. Thank you. I'm
17 intrigued by the de-escalation training. You said
18 that something that all of the information staff
19 members go through, is that something that the
20 entire industry participates in. Do you know and if
21 you can tell me just a little bit more about the
22 training?

23 MR. GRANITZ: Absolutely. Wind
24 Creek, as a corporation, went with a product called
25 Evade de-scalation. It's guest focused, obviously,

1 for an industry such as ours. And this was
2 initially meant just for our security team. And
3 what we found was that the de-escalation portion,
4 and of course, coming where I came from and de-
5 escalation being at the forefront of almost
6 everything that's good coming out of training is we
7 started to see a segue into our other departments.

8 So we partnered with Chanel's team
9 and their training team. And it's really unique
10 because now my security team and our trainers are
11 having unique interactions with these other
12 departments and Chef Lonnie's food and beverage
13 team, Matt's table game team, I mean, we're getting
14 just rave reviews that our team members feel more
15 comfortable.

16 We're seeing improved guest scores.
17 As Patrick said, we hit our first ever 92 dealing
18 with a guest that may be unhappy, where we're giving
19 our team members the ability to think through the
20 situation. You know, the QTIP principle, which is a
21 huge part of it. Not many of our team members have
22 been through that before. You know, the QTIP, you
23 know, quit taking it personally, and being able to
24 get through that with the videos that we can give
25 them.

1 So it's really been a unique
2 experience on our property that I think is -.

3 MS. REGAN: Thank you.

4 CHAIR: Does that answer your
5 question, Fran?

6 MS. REGAN: Yes.

7 CHAIR: Commissioner Manzano-Diaz?

8 MS. MANZANO-DIAZ: Yes. Good morning
9 and thank you again for your presentation. I
10 appreciate that. I just have a few questions with
11 regard to the breakdown of the employees and
12 leadership in terms of the minorities.

13 Do you have specifically the
14 breakdown of the minorities in terms of employees as
15 well as leadership? So how many Asians? How many
16 Latinos? How many African-Americans? How many
17 women specifically? Do you have that more specific
18 granular breakdown?

19 MS. MAHONE: I do. However, I don't
20 have that information in front of me today. It's
21 something that we outline specifically in our
22 Diversity Report to the PGCB quarterly, but we do
23 have that specific breakdown.

24 MS. MANZANO-DIAZ: Could you share
25 that with us, please?

1 MS. MAHONE: Yes.

2 MS. MANZANO-DIAZ: Thank you. The
3 other question I have is with regard to the money
4 you spend with vendors, and I noticed that you had
5 the vendor breakdown. And I wanted to know more
6 specifically in terms of two things. One is the
7 minority breakdown in terms of how much of that is
8 professional services versus cleaning or something
9 like that, type of services. And also what is the
10 minority breakdown more specifically with regard to
11 the dollars that you spend with regard to vendors?

12 MR. VINCI: Sure, we will absolutely
13 get you that. I don't have it in front of me.

14 MS. MANZANO-DIAZ: Okay.

15 That's great. Thank you. And then
16 the last question I have is Bethlehem has a large
17 Latino community. And so I'd like to know whether
18 or not, you know, in terms of your partnerships in
19 the community, I know you have a lot of
20 partnerships. I would like - I would be interested
21 in knowing what kind of partnerships you have in the
22 Latino community. And, you know, if you could be a
23 little bit more specific with that.

24 MS. CORWIN: Hi. Yes, we have been
25 partnered with the Hispanic Center for, I think

1 since 2010, but yeah, we have actually given to
2 their capital campaign many of the food drives that
3 we do, put food into their bank so that we can make
4 sure that there's no one going hungry on the south
5 side.

6 Donegan elementary actually partners
7 with them, so some of the money that we give to
8 Donegan goes back into the Hispanic Center. And
9 we've also worked with them on hiring events. So
10 when we're looking for new jobs and we're doing
11 these hiring fairs, actually one of our first calls
12 every time. Yeah.

13 So, we have a very strong partnership
14 with them. We, we try to remain hyper-local as much
15 as possible to really make sure that we're serving
16 the south side. And a lot of whom you're speaking
17 about, yes, that is a big population of the south
18 side of Bethlehem. Yeah.

19 MS. MANZANO-DIAZ: And so you do
20 partner with them with regard to recruitment,
21 whether it's employees, whether it's vendors,
22 whatever it is that you're looking for in terms of
23 leadership.

24 Correct?

25 MS. CORWIN: Yes, we do. Yeah.

1 MS. MANZANO-DIAZ: Great. Thank you.

2 CHAIR: And just for the record,
3 Commissioner Hickernell, you have no questions?

4 MR. HICKERNELL: No.

5 CHAIR: Okay.

6 I just have actually a follow-up on
7 Commissioner Manzano-Diaz's question because I know
8 at the input hearing you did provide data even
9 Though I wasn't there, but I did receive all the
10 information. You did provide data on the breakdown
11 of minorities in contracts, and I noticed at some
12 point you had zero minorities in the construction
13 contracts, but that had increased during the last
14 couple of years. What do you attribute that to?

15 MR. VINCI: I think that would be a
16 focus through our purchasing team with our
17 contractors to encourage the minority and women
18 vendors through the construction phase. That's sort
19 of a -.

20 ATTORNEY MAGAZZU: We just built the
21 new hotel tower, brought in a lot of construction
22 contractors, and through that - and subcontractors.
23 So, through that opportunity and the effort that Mr.
24 Vinci mentioned about the purchasing department, I
25 think that's why you saw that number increase.

1 CHAIR: Good, good. Well, keep that
2 going. And Chanel, how long have you been with Wind
3 Creek? Only because I - when I was there, I don't
4 think I met you and Ryan had brought in most of the
5 Leadership team.

6 MS. RALSTON: She was at the hearing.

7 CHAIR: I wasn't at the hearing. I
8 was at the prehearing, the blackout. The blackout
9 hearing.

10 MS. MAHONE: I have actually been
11 with wind Creek for 13 years, but I've been at the
12 Bethlehem property for three years. I moved - I
13 don't know if you can tell my accent, the Southern
14 drawl. I moved from Alabama to PA to take this
15 role. I am a proud representation of minority
16 leaderships and the opportunity that Wind Creek does
17 provide for the team members.

18 I started off as a specialist, and
19 I've worked my way up to the HR Director. However,
20 sadly, I am transitioning back to Alabama, and Alex
21 is going to be taking over as the HR Director for
22 Bethlehem. But I'm excited to be going home right
23 before winter.

24 MR. RYAN: And I want to note, she
25 did get a promotion. She's now overseeing two

1 properties. So we're really excited for Chanel.

2 MS. MAHONE: Yes.

3 CHAIR: Excellent. Well,
4 congratulations.

5 MS. MAHONE: Thank you.

6 CHAIR: Okay.

7 Well, Enforcement Counsel, do you
8 have a presentation?

9 ATTORNEY FOGLE: The Office of
10 Enforcement Counsel does not have a formal
11 presentation, but with your permission, I'd like to
12 make a statement for the record.

13 CHAIR: Certainly. Proceed.

14 ATTORNEY FOGLE: Thank you. Before
15 this meeting, the Office of Enforcement Counsel
16 provided the Board and Wind Creek Bethlehem with
17 additional documentation for review. This included
18 an updated letter from the Pennsylvania State
19 Police's Office of Chief Counsel, Bureau of Liquor
20 Control Enforcement, confirming that there were no
21 enforcement actions taken against Wind Creek since
22 the Chief Counsel's letter dated May 15, 2024. This
23 updated Letter is marked as OEC Exhibit 1-A.

24 ---

25 (Whereupon, OEC Exhibit 1-A, Letter dated

1 5/15/24, was marked for identification.)

2 ---

3 ATTORNEY FOGLE: OEC also provided
4 Wind Creek, a Statement of Account from the
5 Pennsylvania Department of Revenue and related
6 documentation from Wind Creek regarding Wind Creek's
7 compliance with the Department of Revenue, which are
8 separately marked as OEC Exhibits 2-A, 2-B and 2-C.

9 ---

10 (Whereupon, OEC Exhibit 2-A, Statement of
11 Account (Confidential), was marked for
12 identification.)

13 (Whereupon, OEC Exhibit 2-B, Compliance
14 Documents (Confidential), was marked for
15 identification.)

16 (Whereupon, OEC Exhibit 2-C, Compliance
17 Documents (Confidential), was marked for
18 identification.)

19 ---

20 ATTORNEY FOGLE: And OEC would like
21 to quickly note that it has not taken any
22 enforcement action against Wind Creek since its
23 Public Input Hearing on July 31st or end of July.

24 And at this time, OEC respectfully
25 requests these exhibits be admitted into the record

1 with Exhibits 2-A, 2-B and 2-C marked as
2 confidential.

3 CHAIR: Any opposition?

4 ATTORNEY MAGAZZU: No, not from Wind
5 Creek.

6 ---

7 (Whereupon, OEC Exhibit 1, Letter dated 5/15/24,
8 was admitted.)

9 (Whereupon, OEC Exhibit 2-A, Statement of
10 Account (Confidential), was admitted.)

11 (Whereupon, OEC Exhibit 2-B, Compliance
12 Documents (Confidential), was admitted.)

13 (Whereupon, OEC Exhibit 2-C, Compliance
14 Documents (Confidential), was admitted.)

15 ---

16 CHAIR: Okay.

17 Thank you. Any questions from Wind
18 Creek or OEC?

19 ATTORNEY MAGAZZU: May we
20 respectfully request to move our Presentation into
21 the record for today's hearing?

22 ---

23 (Whereupon, Applicant Exhibit 1, Wind Creek
24 Bethlehem Presentation, was marked for
25 identification.)

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CHAIR: Any objection?

ATTORNEY FOGLE: No objections.

(Whereupon, Applicant Exhibit 1, Wind Creek
Bethlehem Presentation, was admitted.)

CHAIR: Okay.

Any other questions for OEC? No?

ATTORNEY FOGLE: No.

ATTORNEY MAGAZZU: No.

CHAIR: Commissioners, any questions
for OEC?

MR. DERMODY: No.

CHAIR: Okay.

Are there any additional comments you
would like to make to the Board, Wind Creek?

ATTORNEY MAGAZZU: We would just like
to thank you for your time. We knew this
presentation probably took a little longer than
most. We thank everybody else in the crowd for
bearing with us. So thank you very much for the
opportunity to come here today to present.

CHAIR: Thank you for your charisma,
Mr. Michael.

1 ATTORNEY MAGAZZU: Thank you for
2 recognizing that.

3 CHAIR: OEC, do you have any last
4 comments to make?

5 ATTORNEY FOGLE: Just one final note
6 that we have submitted Final Background
7 Investigation Report on Wind Creek to the Board and
8 the Bureau of Licensing has submitted its Renewal
9 Suitability Report to the Board, which encompasses
10 reports for all required Pennsylvania Gaming Control
11 Board offices and bureaus. Thank you.

12 CHAIR: Okay.

13 Thank you. Well, that concludes this
14 proceeding. This matter will be put before the
15 Board for a vote later this morning during the
16 Bureau of Licensing's portion of the Agenda.

17 And with that, I have been asked to
18 take a five-minute break. So we are going to break
19 for about five minutes and we'll resume at about
20 11:30.

21 * * * * *

22 HEARING CONCLUDED AT 11:25 A.M.

23 * * * * *

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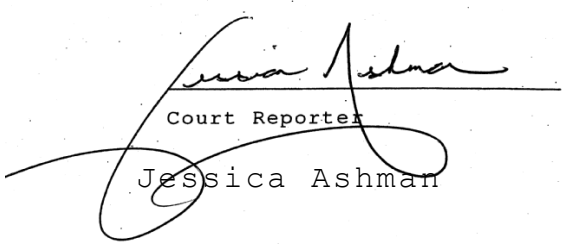
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CERTIFICATE

I hereby certify that the foregoing proceedings, held before the Chair Smyler, was reported by me on Wednesday, October 23, 2024 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 13th day of November, 2024.


Court Reporter
Jessica Ashman