

COMMONWEALTH OF PENNSYLVANIA
GAMING CONTROL BOARD
OFFICE OF HEARINGS AND APPEALS

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IN RE: HOLLYWOOD CASINO - MORGANTOWN
PUBLIC INPUT HEARING FOR LICENSE RENEWAL

PUBLIC INPUT HEARING

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BEFORE: LINDA S. LLOYD, Director
Denise J. Smyler, Chair
Frank Dermody
Shawn Dillon
Sara Manzano-Diaz
Nedia Ralston
Frances J. Regan
George Dunbar
HEARING: Wednesday, April 2, 2025
1:28 p.m.

Reporter: Jacob Hill
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LOCATION: Caernarvon Township Municipal Building
3307 Main Street
Morgantown, PA 19543

WITNESSES: Michele Collins, Greg Stechyshyn, Jason
Markle, Jason Johnson, Lieutenant Lacy Roane, Wayne
Fritzinger, Elizabeth Kotzmoyer, Pamela Menet, Brian
Sutherland, Christine Folk, Aaron Gantz, Robert
Schaffer, Jr.

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P R O C E E D I N G S

PRESIDING OFFICER: Good afternoon,

everyone. My name is Linda Lloyd and I'm the
Presiding Officer assigned by the Board today to
conduct this portion of the Category 4 License
Renewal Hearing for Hollywood Casino Morgantown.
Before we begin, if we can please turn off or
vibrate - vibrate our cellphones and other
electronic devices.

We don't interrupt our speakers and I
would like to remind everyone that this proceeding
is being recorded by a Court Reporter over here to
my right, and also being recorded on video and live
streamed to the internet. That recording will also
be put up on the Board's website some time in the
next few days. So if you want to go watch it again,
feel free, and any exhibits entered today into the
record will also be posted on board's website in the
next few days.

So as the Presiding Officer, I call
this hearing to order. The date is Wednesday, April
2nd, 2025. The time is 1:30 and location is the
Caernarvon Township Building at 3307 Main Street in
Morgantown, Pennsylvania.

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

10 This public hearing was advertised on
11 the Board's website, announced by the Board Chair at
12 Public Board Meetings and advertised in local
13 newspapers. And the Board Members present with us
14 today are to my immediate right, Chair Denise
15 Smyler, Commissioner Frank Dermody and our newest
16 Commissioner, George Dunbar. And to my left,
17 Commissioner Fran Regan and Commissioner Nedia
18 Ralston.

19 The hearing will begin with a
20 presentation by Hollywood Casino Morgantown. And
21 after that presentation, our Board, Office of
22 Enforcement Counsel and the Board will have
23 opportunity to ask questions of their witnesses.
24 After that presentation is concluded, our OEC will
25 make a presentation and the Board and Counsel for

1 Hollywood will have opportunity to ask questions of
2 each OEC witness. After the close of testimony and
3 evidence from both parties, those individuals who
4 have registered to speak today during the public
5 comment period will have their name called. And all
6 public speakers during that time will have five
7 minutes to provide their thoughts regarding the
8 renewal of the license. Following the close of that
9 public comment, each party will have the opportunity
10 to provide a short closing statement.

11 So let's begin by having all the
12 witnesses from Hollywood Casino and our OEC, if
13 you'd stand and raise your right hand to be sworn by
14 our Court Reporter.

15 ---

16 (WHEREUPON, WITNESSES SWORN EN MASSE.)

17 ---

18 PRESIDING OFFICER: Did we miss some
19 OEC witnesses?

20 Okay.

21 And just as a reminder for our Court
22 Reporter, for the - on the first time you speak,
23 could you state and spell your name for the Court
24 Reporter so he has an accurate spelling?

25 So, Hollywood Casino Morgantown?

1 ATTORNEY KING: Thank you. Good
2 afternoon, Presiding Officer Lloyd, Chair Smyler and
3 all the Commissioners. I'm Adrian King,
4 A-D-R-I-A-N, King, K-I-N-G, from the Ballard Spahr
5 Law Firm. I'm here on behalf of the Applicant for
6 the Renewal of its license, which is Hollywood
7 Casino Morgantown. And also here on behalf of its
8 parent entity, Penn Entertainment, which is, as you
9 know, headquartered in Wyomissing.

10 We have the whole Hollywood Casino
11 Morgantown team here and we'll get right to our
12 presentation without a lot of delay. But let me
13 just introduce the team. I am, with the Presiding
14 Officer's permission -. We're having a problem with
15 the slides. Where should we put - best place to -?

16 ---

17 (WHEREUPON, THERE WAS A PAUSE IN THE RECORD.)

18 ---

19 ATTORNEY KING: There we go. Great.
20 With the Presiding Officer's permission, I will not
21 spell the names only because we've already given the
22 Court Reporter a written list that he can refer to.

23 So with me, immediately to my right
24 is Michele Collins. Michele is the Vice President
25 and General Manager of the property, and to her

1 right is Alex Hvizda, who's the Regional Director of
2 Compliance, and then behind me and I'll ask him to
3 stand, is Greg Stechyshyn. I think I got that
4 right.

5 MR. STECHYSHYN: You did.

6 ATTORNEY KING: Who's the Director of
7 Operations. Jason Markle, who's the Director of
8 Marketing and Jason Johnson, who's the Director of
9 Human Resources. And with that, I'm going to turn
10 it over to Michele for the presentation.

11 MS. COLLINS: Thank you. Good
12 afternoon commissioners. I'm Michele Collins,
13 M-I-C-H-E-L-E, C-O-L-L-I-N-S, and I am the General
14 Manager at Hollywood Morgantown. I do have the
15 majority of my team with me today and one thing I
16 would like to note is Penn Entertainment is really
17 great about promoting within and really helping with
18 talent development, and 9 out of the 13 of us here
19 today have grown within the company at Penn
20 Entertainment. So, it's very exciting to see and as
21 you know, it's an entirely new team just about. So,
22 we are ready to work over the next five years and
23 make Hollywood Morgantown great.

24 As we look at the history, in October
25 of 2017, the Gaming Expansion Act enacted and

1 created Category 4 casinos. In April of 2018, the
2 Morgantown license was won with a bid of \$7.5
3 million, and in June of 2019, the first awarded
4 category license would get granted in Pennsylvania.
5 The regulated expansion allowed Penn Entertainment
6 to utilize a plot of land that was previously
7 developed for the Tri-County Mall, a commercial
8 shopping center. This project did not come to
9 fruition due to the 2008 recession.

10 As previously mentioned, once the
11 license was awarded in June of 2019, Penn began
12 construction. However, this came to a halt due to
13 COVID-19 and the pandemic. Staying committed to our
14 promises as soon as the restrictions were lifted, we
15 continued to work diligently to get the Property
16 opened by December 22nd of 2021. This allowed us to
17 turn this unused plot of land into an economic
18 generator for the surrounding area.

19 The total investment for Hollywood
20 Casino Morgantown was \$113 million. \$65 million was
21 spent with local business enterprises. \$1.5 million
22 was with minority women-owned businesses. The
23 project created 275 construction jobs and also
24 created over 300 jobs to run the property, which
25 Jason Johnson will speak to later.

1 As we review the numbers, since we
2 opened, the property has generated over \$200 million
3 in gross gaming revenue, which equates to over 105
4 million in gaming and racing taxes and fees paid
5 since opening. Our success supports the success of
6 Caernarvon Township, which has received
7 approximately \$1.3 million per year in local share
8 funds.

9 Local business enterprise spend
10 increased from \$508,000 in 2022 to \$1.65 million in
11 2024. Minority women-business enterprise spend
12 increased from \$564,000 in 2022, to nearly \$1
13 million in 2024. We work with 17 different minority
14 and women business enterprises.

15 We are a sponsor of the following
16 organizations. At Penn, we have a diversity
17 incubator which allows us to procure and work to try
18 and develop diverse vendors in categories where
19 there are few or none. This includes Women's
20 Business Enterprise National Council, National
21 Minority Supplier Diversity Counsel, U.S. Pacific
22 Islander and Asian Chamber, U.S. Black Chamber,
23 National Gay Lesbian Chamber, U.S. Hispanic Chamber,
24 and the National Veteran-Owned Business
25 Administration.

1 And now I will turn it over to
2 operations. Thank you.

3 MR. STECHYSHYN: Good morning
4 Commissioners.

5 PRESIDING OFFICER: Good morning.

6 MR. STECHYSHYN: My name is Greg
7 Stechyshyn, S-T-E-C-H-Y-S-H-Y-N. I'm the Director
8 of Operations. Thank you for giving me the
9 opportunity to speak here today. I'd like to talk a
10 little bit about our slot operations, table
11 operations and sportsbook.

12 Slots, when we first opened way back
13 in the beginning, we were very eager to have the
14 property be a success right from the beginning. So
15 much so that were able to stage the whole property
16 up in York and then transport it down to Morgantown
17 within a three-week period prior to opening, which
18 was quite an accomplishment for our teams. When we
19 first started, we had 750 games. Currently, we're
20 down to 675, but that seems to be the right number.
21 We're seeing a steady increase in revenue because we
22 listen to what the guests are telling us and what
23 they want. So our plan is not to reduce that
24 anymore at the current time.

25 When we first opened, we had a lot of

1 games on our smoking porches. Smoking porches and
2 the square footage inside accounted for about 40
3 percent. What we found is that a lot of the guests
4 did not want to play out on the smoking porch. They
5 were underperforming out there. So we brought them
6 inside because again, we listened to the guests.
7 Right now we're down to mid-50s in the games out on
8 our deck and our intent is to bring those inside as
9 well and better utilize that space for other
10 entertainment purposes.

11 We opened a high-limit area in 2023
12 and just completed another expansion to make it one
13 of the biggest in the state. We're always upgrading
14 and trying to bring the latest and greatest slot
15 product to our guests. This year, we're going to
16 spend over \$2.2 million annually in capital spend
17 and lease fees, again, to bring the latest product
18 to the floor. The big message is that we want to
19 try and have a game for every type of player,
20 whether that's someone who's coming in looking for
21 entertainment or someone who - some of our high
22 rollers who are looking for a little more volatility
23 in the games.

24 When we look at table games;
25 currently, we have 23 tables and two pits, five

1 poker tables and one set of five electronic table
2 games.

3 We added poker in 2024 and actually
4 just recently in the last couple weeks we moved it
5 to a new area that's really resonating with those
6 players and helping to grow the revenue there. We
7 added two multi-property linked progressives that's
8 linked with all of our other properties in
9 Pennsylvania. One of them is on blackjack and the
10 other one is on what we call our novelty games, the
11 games that you have to have five cards to make
12 certain hands.

13 One of the reasons we wanted to do
14 this is because we wanted to provide an opportunity
15 for any guest to have a life-changing win for just a
16 \$5 investment. And actually on the blackjack, we've
17 had the two biggest ones in our linked progressive
18 hit at the Morgantown property. So, for \$5, one
19 guest walked away with over \$380,000. And some of
20 our other properties, those jackpots get even
21 bigger. At the Meadows, we had one guest walk away
22 with \$837,000 for just a \$5 investment.

23 And then sportsbook, we recently
24 converted the branding to ESPN Bet and I would like
25 to turn it over to Jason. Thank you for your time.

1 MR. MARKLE: Hello, everyone, my name
2 is Jason Markle, and I am the Director of Marketing
3 at Hollywood Casino Morgantown and I'm going to take
4 us through the next couple slides, which are focused
5 on our non-gaming aspects. So, first let me share
6 our food and beverage options. We have three
7 different options for our guests to enjoy. Tony
8 Luke's for a delicious cheesesteak, Red Lotus
9 Kitchen for some fantastic Asian dishes and one
10 we're most recently excited about is the rebranded
11 ESPN BET Restaurant, as Greg just mentioned.

12 It is currently open and it features
13 an all-new menu with outstanding sportsbook bites.
14 I personally recommend the French Dip sandwich if
15 anyone's interested. But the reason we're really
16 excited about this rebrand, in just a couple short
17 months, as you can see from the presentation, we
18 will be launching this to an all-ages restaurant.

19 So, immediately upon entering the
20 north entrance, guests will take an immediate left
21 and they'll have direct access to the restaurant
22 without ever having to access the gaming floor.
23 We'll obviously keep our security in place to ensure
24 that there are no minors that cross that, but we're
25 really excited about being able to launch this

1 because what it'll do is it'll allow us to activate
2 the space in ways we haven't done in the past.

3 We also will feature a game room
4 within ESPN BET. So, it'll have classic games such
5 as ski-ball and air hockey. It'll really just give
6 a great room for the entire family to enjoy as
7 they're watching, you know, their favorite teams.
8 We've seen great success with the overall or the
9 all-ages concept with our sister property down in
10 Perryville and we look to emulate that as well. And
11 lastly, by design we have our enormous Bar 76, which
12 is our main casino bar and a great segue to the next
13 slide.

14 So, Bar 76 is the surrounding area
15 where we host all of our live entertainment
16 currently, but more importantly, we host free live
17 entertainment every Friday and Saturday night for
18 all of our guests to enjoy. We bring in regional
19 DJs and bands starting at 8:00 p.m. every weekend,
20 and it's absolutely no cost to the guests.

21 Aside from entertainment, we also
22 have great partnerships both locally and regionally.
23 I'm going to highlight our partnership with the
24 Phillies. We're going into our second straight year
25 with this partnership and as you can see in the

1 presentation, were able to get Philllies alum Ryan
2 Howard on property last year for a meet and greet
3 and for guests to win signed memorabilia.

4 We'll duplicate this effort this year
5 with another well-known alum, which I'm going to
6 remain unnamed at the time, but that will happen in
7 the summer. Not only do we have fantastic
8 partnerships that benefit our local guests, but they
9 also benefit other partners we work with. Working
10 with the Philllies Charities, Inc., we will have
11 Philly-themed food and beverage specials where a
12 portion of the proceeds will be donated to the I'm
13 Able Foundation.

14 By leveraging our non-gaming aspects
15 and partnerships, we've already created, as well as
16 what will continue to create in the future, our goal
17 is for Morgantown to be viewed more so as a
18 destination rather than just a pass-through city.
19 To that point, Alex and I are actually working on
20 getting attraction signage along the highway, which
21 will support several local businesses and really
22 drive home reasons for people to visit the area as a
23 destination.

24 Again, thank you for your time. I'm
25 going to pass it to Jason to talk about human

1 resources.

2 MR. JOHNSON: Good afternoon,
3 Commissioners. I am Jason Johnson, J-A-S-O-N,
4 J-O-H-N-S-O-N, I am the Director of Human Resources
5 at Morgantown Casino and I will first start talking
6 about reflecting our community.

7 So, in 2019, we had started with the
8 vision with the license of employing 250 team
9 members. We are now currently at 326. So, we've
10 exceeded that promise and we're currently 82 percent
11 come from the Tri-County area, Berks, Lancaster and
12 Chester and with about 180 team members from the
13 Berks County alone.

14 Of our employees, we have 42 percent
15 female, 29.6 percent racial minority, which is more
16 diverse than the Berks County, Chester County and
17 Lancaster County. Of our exempt employees, we have
18 31 percent female and 25 and-a-half percent racial
19 minority. And then because great people know great
20 people, we also offer a referral bonus of \$200 per
21 team members to bring other team members in with us.

22 So, growing together from '21 to '24,
23 we've had 68 team members promote from an hourly
24 position to a salary leader role within the company,
25 and a lot of it's been achieved through our

1 workforce development program, some of which you see
2 listed on the slide. And we have 13 talent
3 development programs currently and we keep growing
4 that number. In 2022, we only had five. The ones
5 I'd like to highlight would be the Emerging Leaders
6 program, which is a 13-week leadership course that
7 allows our hourly team members to transition and
8 find that knack for leadership and transition into
9 those leadership roles.

10 So, when looking at this slide, the
11 first thing you'll notice is our turnover numbers.
12 I would just say that 2021 is a little skewed on the
13 chart above because we were only open a few days that
14 year, December 22nd to December 30th, so all
15 terminations were under 90 days. That's why that
16 number looks so high, but then as you see in '22 to
17 '24, the numbers normalize and they've been pretty
18 steady since.

19 When it comes to staffing, we only
20 have a couple positions that have been challenging
21 to hire, which is our cooks and our facilities team
22 members. Other than that, we haven't really seen
23 any staffing challenges at this time. One of the
24 reasons why we get to - we have such a decent
25 retention rate is because day one, everybody is

1 eligible for their benefits.

2 So, part-time team members, they are
3 eligible for PTO. They have Employee Assistance
4 Program assistance, which is counseling. There is
5 Penn Perks, they are eligible for 401K, which is 50
6 percent of their first six percent and tuition
7 reimbursement as well. Part-time team members enjoy
8 \$2,000 for undergraduate and \$3,000 for graduate
9 studies. And then, of course, again, the referral
10 bonus is open for part-time team members as well.

11 When it comes to full time, they get
12 full medical, dental, vision coverage if they want
13 to opt into it, along with a little bit higher
14 tuition reimbursement. There's also other voluntary
15 benefits through that. And we also - another
16 benefit is we also offer flexible scheduling. So,
17 some of our biggest department casino OPs with Greg,
18 he has shifts where there's ten-hour shifts, that
19 they can -. So, it's a three-day weekend that, you
20 know, they can have that work/life balance.

21 Also paid training. We also offer
22 training to our dealers that want to come in that
23 may never have any experience. They'll get paid \$13
24 an hour, which is well above minimum wage to learn a
25 new skill.

1 And then we also have for our current
2 team members, assistance with their children. We
3 have a diversity scholarship fund that annually
4 awards \$1,500 for vocational programs, \$2,500 for a
5 two-year program, \$5,000 to \$10,000 a year for a
6 four-year programs and then there's also a new
7 business and finance that's also a \$10,000 a year.

8 So, we also not only look out for our
9 team members, but we want, you know, generations to
10 grow too. And that is all I got. Thank you for
11 your time.

12 ATTORNEY HVIZDA: Good afternoon,
13 Madam Chair, Members of the Commission, Presiding
14 Officer Lloyd. I'm Alex Hvizda. I'm the Regional
15 Director of Compliance, H-V-I-Z-D-A, and I'm here to
16 talk about our surrounding community here.

17 So, I am a Berks County born and
18 raised right up the road in Sinking Spring. Played
19 many soccer games at Twin Valley throughout my
20 youth, and it's great to be able to be a part of
21 something that is benefiting the Township and the
22 area this much.

23 So, what we have up on the slide
24 there is both our direct giving and the local share
25 funds. So, one of the benefits of regulated gaming

1 and having a Category 4 casino right here in Berks
2 County is that there are local share funds that are
3 generated from our slots, and our tables and our
4 sports-wagering activity. And those funds are
5 available to different municipalities and
6 organizations through the Department of Community
7 and Economic Development program.

8 And you can see now they basically
9 run about a year behind, and we were only open for
10 nine days of 2021. But in 2023, from the Cat 4
11 bucket, there was \$715,868 spent here in Berks
12 County, and in 2024, that increased to \$1.255
13 million, and hopefully it will keep going up as more
14 people become aware of this and the funds keep
15 coming in from the casino.

16 Those grants that are directly from
17 the local share generated by Hollywood Casino
18 Morgantown went to 22 different entities for things
19 like vehicles and equipment for first responders,
20 public works improvement, building security upgrades
21 and pedestrian safety upgrades.

22 Then there's also a statewide pot
23 that is funded by things like legal VGTs, and Berks
24 County entities received \$4.1 million in grants from
25 those in 2023, and \$12.7 million in grants from that

1 pot in 2024, which went to 45 different entities for
2 infrastructure, public park and theater restorations
3 and safety enhancements.

4 So, that's one of the benefits of
5 regulated gaming and it's another recruiting tool
6 that we are able to use with our team members,
7 because we are a locals casino, and our team members
8 live in the same communities in which our customers
9 come from. And we are able to recruit team members
10 by showing that what they're doing here at the
11 property is benefiting things in their own backyard
12 and their own communities.

13 We also do direct giving, which is
14 the green bars there. So, our direct giving is a
15 combination of different things. It could be
16 company money, it could be the leftover Tito's. So,
17 if somebody gets a ticket from a slot machine, say
18 it's, you know, \$30.23 when they go to redeem it at
19 the ticket redemption unit, it gives them the
20 opportunity to donate that money to one of four
21 charities that leftover change there.

22 And we also do an employee payroll
23 contributions program in which our team members can
24 choose to donate either \$5 or \$10 from their
25 paycheck per pay period, with half of that going to

1 whoever our selected charity is, and the other half
2 going to our team Member Emergency Assistance Fund.

3 The Team Member Emergency Assistance
4 Fund is something that we have that is solely to
5 support team members who have some sort of emergency
6 situation that's not covered by insurance or
7 anything else. So, for example, we got a team
8 member at PNRC who needed to get her mother out of
9 Ukraine when war broke out there two years ago, and
10 were able to use that money to get a plane ticket to
11 get her safely over here to her daughter.

12 We also don't just ask our team
13 members to give us money for the payroll
14 contributions. We reward them as well with AwardCo
15 Points, which is an employee rewards program where
16 they can use those on Amazon in order to purchase
17 things and other things. They get two free tickets
18 to Hershey Park, tickets to our Summer Concerts
19 Series of PNRC, and then other discounts and stuff
20 throughout the year.

21 So, on the right, there are some of
22 the partnerships we've had, and some of them are
23 here to speak to you today. Others have submitted
24 letters of support, but we don't just want to use
25 our pocketbooks to support them. We like to get out

1 with our hands and our feet in the community. So,
2 we've volunteered at the Honeybrook Food Pantry, the
3 Veteran Affairs National Day of Service, the
4 Children's home of Reading, the Helping Harvest food
5 Bank, Easter Seals and Relay for Life. And we're
6 always cooking up new programs for people to be able
7 to volunteer with their hands and their feet.

8 So, you heard Michele talk about the
9 benefits that have been coming to Caernarvon
10 Township in the form of the local share funds that
11 they getting over \$1.2 million per year now. You
12 heard Jason talk about we originally thought it was
13 only going to be 250 permanent jobs here. We're at
14 326, and we still have more positions we're trying
15 to fill. You just saw what I presented about the
16 local share funds going to the community around here
17 and all of this is great, but it's also at risk
18 because of skill games.

19 So, just like we did when we did our
20 renewal for Hollywood Casino Penn National Race
21 Course in Grantville, we did a survey looking at a
22 ten-mile radius around this property here. Now, you
23 can see there's a lot of beautiful farmland around
24 here, but even within the ten-mile radius around us,
25 we found over 168 skill gains at over 35-plus

1 locations.

2 If you were coming here today, at the
3 corner of where Main Street - or excuse me, where
4 Morgantown Road goes into Main Street, there's a bar
5 right there that has the play skill games sign right
6 on it. And that middle bottom picture there is,
7 about a mile down the road here, a smoke shop that's
8 literally just advertising it as slots. They're not
9 even trying to say that it's skill games right in
10 their window there. So, the thing that we're trying
11 to get across is, up at the top there I have three
12 pictures. One of those is a skill game, one of
13 those is a slot and one of those is a VGT.

14 I would submit to you that to the
15 average consumer out there, they don't know the
16 difference between the three of them. They all look
17 very similar and play similar. The key here is that
18 two of those things, the slot and the VGT are taxed
19 at over 50 percent; have a local share assessment
20 that's benefiting the surrounding communities; are
21 connected to the central control computer system, so
22 the Department of Revenue knows down to the second,
23 down to the penny, exactly how much revenue they
24 should be collecting; have surveillance cameras for
25 safety in there; have extensive cash-handling

1 controls and most importantly coming from the
2 compliance guy is responsible gaming controls.

3 So, at Hollywood Casino, Morgantown
4 and all of our land-based properties, every single
5 employee, regardless of your position, whether you
6 work on the gaming floor, you work in the back of
7 the house, whatever goes through Responsible Gaming
8 training, which is administered by the Council on
9 Compulsive Gambling of Pennsylvania.

10 They do that upon hire and then they
11 do annual refresher every year. We also have a
12 robust program where every quarter we randomly
13 select employees and give them a pop quiz on our
14 responsible gaming controls to make sure that they
15 are aware of it. On the back of house side, we are
16 looking at play patterns to see if we can find
17 anything like a sudden sustained increase in play
18 that could be suggestive of somebody that we need to
19 have a conversation with or take a look at more
20 closely.

21 We have the gaming agents right
22 onsite that they can go and talk to and learn about
23 the different self-exclusion programs. And then
24 everywhere where you can get money out, we have the
25 stickers that have the QR codes that take you

1 directly to Responsibleplay.pa.gov so they can get
2 in touch with those resources.

3 The other thing that we do with our
4 employees is we, again, explain to them what the
5 vested interest is in there. Again, as a locals
6 casino, we live in the same communities that our
7 players come from. And we know that any type of
8 addiction, drugs, sex, alcohol, gaming, whatever,
9 doesn't just affect the addict or the addict's
10 immediate family, but instead has a ripple effect
11 throughout the community.

12 So that's one thing we always stress
13 with our team members is forget the fact that you
14 could lose your job if you don't do it. This is to
15 protect you and our surrounding community. Same
16 thing with Responsible Alcohol Service where we
17 always stress with all of our team members, and we
18 train anybody who serves alcohol, anybody who's
19 doing sobriety assessment, anybody who's issuing
20 credit, gets trained and responsible alcohol
21 service.

22 We explained to them again, vested
23 interest. If that person gets behind the wheel that
24 shouldn't be getting behind the wheel. The first
25 thing they have to do is get off the property. And

1 the people that are coming and going from the
2 property more often than anybody else is us. So, we
3 are one of the major risks, which is why we want to
4 focus on responsible alcohol service.

5 I can tell you from our VGT partners,
6 they also have to have at least one employee who is
7 licensed at all times on site. That employee also
8 goes through the Board's required Responsible Gaming
9 program and that, they have a VGT self-exclusion
10 list they get to identify those individuals.

11 Everything I just said, none of it's
12 happening with skill games. And what's particularly
13 interesting about this area is that through our
14 research here, our survey, we found two full-blown
15 skilled games partner parlors, one in New Holland,
16 about 12 miles from here that had 24 games in it.
17 One on the east side of Lancaster that had 12 games
18 in it, and one in Ephrata that's about to open.

19 And if you recall, it was either 19
20 or 20 where every municipality or almost every
21 municipality in Lancaster County was given the
22 opportunity to opt out of legal, regulated, taxed
23 VGTs. And just in our little slice of the county
24 that we looked at, there were over 62 VGTs just
25 there. So, instead of having - excuse me, skill

1 games. So, instead of having taxed and regulated
2 gaming, they now have untaxed and unregulated gaming
3 on every corner.

4 So, I say this just because this
5 continues to be a threat to the taxed and regulated
6 gaming business and all the benefits it's bringing
7 to the local communities. And with that we'll do,
8 closing remarks and questions?

9 ATTORNEY KING: Well, our
10 presentation is concluded. I don't know, Presiding
11 Officer Lloyd, whether we'll do questions now or
12 move over to the OEC part?

13 PRESIDING OFFICER: Let's do
14 housekeeping and enter your exhibits so we don't
15 forget.

16 ATTORNEY KING: Sure. Yep. So, I
17 would like to move four exhibits into the record. I
18 can mark them all. I've given a set to the court
19 reporter and to OEC. First, Hollywood Casino,
20 Morgantown. Exhibit 1 is our Presentation.

21 ---

22 (Whereupon, Hollywood Casino Morgantown Exhibit
23 1, Presentation, was marked for identification.)

24 ---

25 ATTORNEY KING: Hollywood Casino

1 Morgantown Exhibit 2 is a Letter of Support from the
2 Greater Reading Chamber Alliance.

3 ---

4 (Whereupon, Hollywood Morgantown Exhibit 2,
5 Letter of Support, was marked for
6 identification.)

7 ---

8 ATTORNEY KING: Hollywood Casino
9 Morgantown Exhibit 3 is a Letter of Support from the
10 United Way of Berks County.

11 ---

12 (Whereupon, Hollywood Casino Morgantown Exhibit
13 3, United Way Letter of Support, was marked for
14 identification.)

15 ---

16 ATTORNEY KING: And finally, our last
17 Exhibit, Hollywood Casino Morgantown 4 is a Letter
18 of Support from the Honey Brook Food Pantry, and I
19 would move to admit all four of those documents into
20 the record.

21 ---

22 (Whereupon, Hollywood Casino Morgantown Exhibit
23 4, Honey Brook Food Pantry Letter of Support,
24 was marked for identification.)

25 ---

1 PRESIDING OFFICER: Does OEC have any
2 objection?

3 ATTORNEY BIZUB: No objection.

4 PRESIDING OFFICER: Those are entered
5 into the record and will be provided to all the
6 Board Members in the future and on the Board's
7 website.

8 ---

9 (Whereupon, Hollywood Casino Morgantown Exhibit
10 1, Presentation, was admitted.)

11 (Whereupon, Hollywood Morgantown Exhibit 2,
12 Letter of Support, was admitted.)

13 (Whereupon, Hollywood Casino Morgantown Exhibit
14 3, United Way Letter of Support, was admitted.)

15 (Whereupon, Hollywood Casino Morgantown Exhibit
16 4, Honey Brook Food Pantry Letter of Support,
17 was admitted.)

18 ---

19 ATTORNEY KING: Very good. Thank
20 you.

21 PRESIDING OFFICER: So, we will now
22 move to OEC, if you have questions for any of the
23 witnesses? Seems to be a me problem here with my
24 microphone.

25 ATTORNEY BIZUB: Thank you, Director

1 Lloyd. Good afternoon, Members of the Board.
2 Shelby Bizub, B-I-Z-U-B, Assistant Enforcement
3 Counsel with the OEC. And I just have a few
4 questions for Hollywood Casino.

5 Alex, you talked about the random
6 training. How many team members in total are
7 selected for that?

8 ATTORNEY HVIKZDA: Yep. So, each
9 quarter we select ten team members, five of whom
10 have gone through RAMP training. And then once
11 those team members are selected, they can't be
12 selected again for another year.

13 ATTORNEY BIZUB: Thank you. And to
14 slide nine, slots, are there currently any plans to
15 reduce the slot machine or table games count?

16 ATTORNEY HVIKZDA: No.

17 ATTORNEY BIZUB: And is the
18 percentage of the area of the gaming floor that
19 permits smoking planning to change?

20 ATTORNEY HVIKZDA: No.

21 ATTORNEY BIZUB: Can you please tell
22 me what steps are being taken to enhance workforce
23 diversity and inclusion for supervisors and above?

24 ATTORNEY HVIKZDA: Yep. So, that
25 would be what Jason was talking about on the growing

1 together. So, several years ago we only had about
2 five different workforce development programs. Now
3 it's up over 20.

4 The big one, the two big ones I would
5 say are the Penn Women program to help -specific -.
6 I mean, anybody can participate in it, but
7 specifically designed to help women advance into
8 leadership positions in the gaming industry because
9 it does lack as compared to other industries,
10 partially due to the fact that it's an evenings or
11 weekends business. And then the other one is the
12 Emerging Leaders program, which is to get people
13 from the frontline hourly positions into salaried
14 positions so that we can really tout a career in
15 gaming, as opposed to a job in gaming.

16 ATTORNEY BIZUB: And I'm just going
17 to stay on this slide. Can you tell me how many
18 team members - or can you -? Sorry. How long must
19 team members work before being eligible for
20 benefits?

21 ATTORNEY HVIKZDA: Day one.

22 ATTORNEY BIZUB: And are part-time
23 workers eligible for PTO?

24 ATTORNEY HVIKZDA: They are.

25 ATTORNEY BIZUB: And how many

1 promotions are internal?

2 MR. JOHNSON: I don't have an exact
3 number for internal, but every position that we do
4 open, we do open internally and externally and we
5 always want to promote from within.

6 ATTORNEY BIZUB: And when conducting
7 a salary analysis, are team member salaries ever
8 cut?

9 MR. JOHNSON: No. Cut? No.

10 ATTORNEY BIZUB: And can you tell me
11 what departments receive unattended minor training?

12 ATTORNEY HVIZDA: It's part of the
13 responsible -. Yeah, the responsible gaming
14 training that everybody, regardless of your
15 position, gets that training annually and then a
16 refresher every year. And then our security and
17 surveillance departments do what we call Tier Two
18 Responsible Gaming training, which is further in
19 depth detail about how to respond to certain
20 incidents like unattended minors.

21 ATTORNEY BIZUB: Thank you. I have
22 no further questions.

23 PRESIDING OFFICER: Mr. King, do you
24 have any follow-up questions for your witnesses for
25 that?

1 ATTORNEY KING: I do not. Thank you.

2 PRESIDING OFFICER: Okay.

3 I will return to Board Members and
4 I'll start to my left with Commissioner Ralston. Do
5 you have any questions?

6 MS. RALSTON: Yes, can you hear me?

7 ATTORNEY KING: Yes.

8 MS. RALSTON: So, just two questions.
9 I believe it was Greg who mentioned the 2.2 future
10 capital spend.

11 MR. STECHYSHYN: Yes.

12 MS. RALSTON: Could you just speak to
13 some of the items that you're looking to do during -
14 with that money?

15 MR. STECHYSHYN: So, when I refer to
16 that, it equated to, I think, \$469,000-ish (sic) in
17 actual slot purchases where we own the product and
18 the rest is basically where we rent the games and
19 assign packages from various vendors. Those are
20 your most popular games that you see on the floor.
21 And the ones with the really impressive sign
22 packages that our guests really desire to play.

23 MS. RALSTON: Gotcha. So, it's no,
24 like, internal structural -?

25 MR. STECHYSHYN: There's other spend

1 in that, but that wasn't encompassed as part of the
2 \$2,200,000.

3 MS. RALSTON: Okay.

4 MR. STECHYSHYN: Michele could
5 probably elaborate on that a little.

6 MS. COLLINS: This is the first year
7 that Morgantown has received its own capital. In
8 the past, it was based on the region. So, we
9 received a million dollars in capital that we can
10 use just to enhance the customer journey, as well as
11 the employee experience. In addition to that, the
12 ESPN BET that we were speaking of, we just did spend
13 half-a-million dollars on that facility to make it
14 better.

15 MS. RALSTON: Okay.

16 And then you spoke about the free
17 live entertainment that you do on Fridays. Have you
18 seen that that's helped to increase play and revenue
19 during that time?

20 MS. COLLINS: It has helped more from
21 a F&B, or food and beverage revenue perspective. It
22 really doesn't correlate to additional gaming, which
23 was part of the goal. We were really trying to
24 offer something to the non-gamer. And what we found
25 is we tested a DJ recently and that didn't work.

1 So, they really do enjoy the live entertainment,
2 which we're going back to.

3 MS. RALSTON: Okay.

4 And then I said three, but then this
5 is the most important question. Who's the unnamed
6 guest that's coming?

7 MR. MARKLE: I'll give you his
8 nickname. It's the Flying Hawaiian.

9 MS. RALSTON: Okay.

10 MR. MARKLE: So, if anyone's a
11 Philllies fan, I'm sure you know who it is.

12 MS. RALSTON: That's all for me.

13 PRESIDING OFFICER: Commissioner
14 Regan?

15 MS. REGAN: Yes. Just one question.
16 You mentioned that you don't have any plans to
17 change the smoking policy, and it sounds like your
18 customer base for the most part isn't pushing for
19 change, but I'm wondering about the employees. Do
20 you get many complaints from your employees? And if
21 not, is there - are there avenues for them to
22 express concerns about working in that kind of
23 employment environment?

24 ATTORNEY HVIKZDA: Yes. So, we do
25 engagement surveys every year and a pulse survey,

1 which is sort of like a pre engagement survey, and
2 as part. And we, the leaders, get graded on those
3 engagement surveys as to whether we are being
4 responsive.

5 So our main table pit is non-smoking.
6 So, it's usually the table games dealers that you
7 would hear that from, but keep in mind that that - I
8 think we said it was 34 percent of square footage
9 and 40.9 percent of slots. About half that square
10 footage is the gaming porch and about a quarter of
11 those slots are out on the gaming porch. So, that
12 has really kept down any complaints or concerns at
13 Morgantown.

14 ATTORNEY KING: Can I, just for
15 clarification, Alex, the smoking porch is unique to
16 this property. It was kind of put there as an extra
17 experiment, but it's actually literally an open
18 area. It's closest to the highway.

19 MS. REGAN: Did I hear you say though
20 that the smoking patios, porches weren't working and
21 that you had to bring some of the machines back in?

22 ATTORNEY HVIKZDA: So, we had high
23 hopes that it was going to be the wave of the future
24 because we had seen it with success at our Ohio and
25 our Maryland properties. However, it just didn't

1 take off here the way that we were anticipating.
2 But the story out of that is that we pivoted and we
3 moved some of those machines inside, some into
4 smoking, some into non-smoking area and the wind per
5 unit on those machines increased.

6 So, one of the things we stress when
7 we come before the Board is that it's not the number
8 of slot machines that are correlated to your
9 revenue, it's the time on device. And when those
10 machines were out on the gaming porch, they weren't
11 getting a lot of time on device and not generating
12 the revenue for the Commonwealth.

13 By bringing them back in, and even
14 having fewer, people are more comfortable. They're
15 staying on those machines longer. And that's why
16 our revenues continue to increase even though we
17 have fewer overall slot machines.

18 MS. REGAN: Why is that? They just
19 don't feel like they're part of the casino floor to
20 be out there or -?

21 ATTORNEY HVIZDA: I wish I could
22 have the answer to that because, you know, we
23 thought it was the way that things are going in the
24 future. I know Parx has had success with it, but we
25 follow what the customer demand is so that we can

1 make sure we're meeting their expectations.

2 MS. REGAN: Okay.

3 And just to clarify, you are
4 absolutely not getting any complaints from the
5 employees or -?

6 ATTORNEY HVIZDA: If they want a
7 complaint, they can do so through -.

8 MS. REGAN: Have they? I don't, off
9 the top of my head, know, but I can look to see how
10 many we had through the surveys.

11 MS. REGAN: Thank you.

12 PRESIDING OFFICER: Commissioner
13 Dunbar, do you have any questions? No.
14 Commissioner Dermody?

15 MR. DERMODY: Just one. You
16 mentioned that you provide healthcare for your full
17 time and part-time employees. Do they have to
18 contribute? Do they contribute?

19 ATTORNEY HVIZDA: Yes.

20 MR. DERMODY: What do they have to -
21 what do they contribute?

22 MR. STECHYSHYN: So the benefits
23 packages are like a marketplace. So, they choose
24 what type of healthcare plan, dental plan and
25 vision. And then it's based according to, like, a

1 bronze, silver, platinum-type plan.

2 MR. DERMODY: So, what percentage of
3 their salary, for instance, whether their wages
4 would be - would cost them for healthcare?

5 MR. JOHNSON: Well, that would depend
6 on, like, what program they choose shows and we
7 could give you some numbers back.

8 MR. DERMODY: All right. I'd
9 appreciate that.

10 MR. JOHNSON: Okay.

11 MR. DERMODY: Thank you.

12 PRESIDING OFFICER: And our Chair?

13 CHAIR SMYLER: Just a couple of
14 questions. First of all, I applaud you. I think
15 Michele ticked off the number of organizations that
16 you use and work with as far as trying to recruit
17 diverse candidates, and I think that's great, but I
18 think Jason said 80 percent of your workforce comes
19 from the Tri-County area?

20 ATTORNEY HVIZDA: Yes.

21 CHAIR SMYLER: What are you doing to
22 try to recruit people from outside of the Tri-County
23 area? Because you're not really far from
24 Philadelphia and other areas where you might be able
25 to recruit more minorities?

1 ATTORNEY HVIKZDA: Yes. So, we did
2 try to - excuse me. We did try that when we first
3 opened to get people to come up from Philadelphia
4 and some did, but as you know, there's many other
5 casinos within the Philadelphia area which they can
6 do. But we do attend all of those job fairs that
7 are down there. Our postings are listed as online
8 postings. Not just Morgantown, Pennsylvania, but
9 southeast Pennsylvania.

10 And in terms of -. So, being from
11 here, I know there's a large Latino community in
12 Reading and to tap into that, really the best thing
13 is our employee referral bonus. So, we have, let's
14 see, 12.4 percent of our employees are Hispanic
15 Latino, many of them coming from the central Berks
16 County area, and they have been our best resource
17 for recruiting additional Hispanic and Latino team
18 members and then receiving that referral bonus for
19 them.

20 CHAIR SMYLER: Have you reached out
21 to any of the HBCUs?

22 ATTORNEY HVIKZDA: Penn, as an entity,
23 works with the HBCUs. Yes.

24 CHAIR SMYLER: Okay.

25 That's good. And I'm not familiar

1 with table games, but the statewide-linked Hollywood
2 Table Game Progressive, it shows two different kinds
3 of games. Are there any other kinds of table games
4 that you plan to bring into this statewide network?

5 ATTORNEY HVIKZDA: So the Blazing 7's
6 is always on Blackjack, and the Five Card depends
7 what games we offer. So, it's usually three card
8 Poker, four card Poker, Ultimate Texas Hold'em.
9 Some properties it'll be Mississippi Stud, some will
10 be DJ Wild Stud Poker. And I'm missing - Let it
11 Ride.

12 So, it just depends, which mix they
13 have at it, but the whole point of this, and this is
14 unique to Hollywood as we were the first ones to
15 launch this with Cygames is we have four properties
16 spread across the street - across the state. How do
17 we make one, plus one, plus one, equal five? And
18 it's through this program here because by having it
19 all linked together, it means that the jackpots go
20 up very quickly and if they do hit, there's a
21 reserve that starts pretty high and gets back up
22 very quickly.

23 And again, to Greg's point, it's a
24 value proposition of why you should come play land-
25 based table games and play them specifically with

1 us. You could do that \$5 side wager and make, you
2 know, \$358 or \$837,000 with a \$5 investment. You
3 can't do that with lottery or very few other things.

4 CHAIR SMYLER: No, it's great. I
5 just didn't - I don't think I was aware of it
6 before. So, that's excellent. And while
7 Commissioner Ralston asked about the unknown player,
8 are you recruiting any current players to come work
9 with the casino, as opposed to retired players?

10 MR. MARKLE: Unfortunately, no. The
11 current - their salaries are a little too high for
12 us.

13 ATTORNEY HVIKZDA: It's a World Series
14 champion. People will be very happy with him.

15 CHAIR SMYLER: All right. Thank you.

16 PRESIDING OFFICER: And Mr. King, any
17 follow up questions based on those?

18 ATTORNEY KING: No, no follow-up
19 questions. And I think absent making some closing
20 remarks at the appropriate time, I think we are
21 complete with respect to our evidence that we wish
22 to put into the record.

23 PRESIDING OFFICER: Okay.

24 And in response to any of the
25 questions you were going to get back to the board

1 with answers to, -

2 ATTORNEY KING: Yes.

3 PRESIDING OFFICER: - Mr. King, if
4 you just want to forward those to the Board Clerk,
5 address, email address, we'll make sure they get
6 into the record for the Board.

7 ATTORNEY KING: Yeah, I've kept
8 careful notes. We're going to get back on employee
9 smoking complaints and also some information with
10 respect to co pays on the health plan.

11 PRESIDING OFFICER: Okay.

12 ATTORNEY KING: If there's anything
13 else I left out, please let me know.

14 PRESIDING OFFICER: So, we will turn
15 now to our OEC and their presentation. Thank you,
16 Director Lloyd.

17 ATTORNEY BIZUB: Prior to this
18 hearing, the OEC provided the Board and Hollywood
19 Casino Morgantown with documents marked as OEC
20 Exhibit 1 through 8, which relate to Hollywood
21 Casino's Renewal Application for its Category 4 Slot
22 Machine License. OEC and Hollywood Casino entered
23 into stipulations regarding the admissibility and
24 authenticity of these exhibits.

25 This includes the Pennsylvania State

1 Police's report with data obtained from the National
2 Incident Based Reporting System from 2022 to 2024.
3 It addresses criminal incidents that occurred at
4 Hollywood Casino during this period. This Report is
5 marked as OEC Exhibit 1.

6 ---

7 (Whereupon, OEC Exhibit 1, PSP Report, was
8 marked for identification.)

9 ---

10 ATTORNEY BIZUB: On March 7, 2025, the
11 Bureau of Liquor Control Enforcement issued a Letter
12 to OEC regarding one enforcement action taken
13 against the Licensee since its last renewal. This
14 Letter is marked as OEC Exhibit 2.

15 ---

16 (Whereupon, OEC Exhibit 2, 3/7/25 Letter, was
17 marked for identification.)

18 ---

19 ATTORNEY BIZUB: On March 11, 2025,
20 the Board's Office of Compulsive and Problem
21 Gambling issued a Memo regarding Hollywood Casino's
22 compliance with its casino iGaming and problem
23 gambling plans. The Memo is marked as OEC Exhibit
24 3.

25 ---

1 (Whereupon, OEC Exhibit 3, 3/11/25 Memo, was
2 marked for identification.)

3 ---

4 ATTORNEY BIZUB: On March 7, 2025, the
5 Pennsylvania Department of Revenue, Bureau of
6 Compliance, provided a copy of Hollywood Casino's
7 Statement of Account confirming Hollywood Casino is
8 in good standing with the Department of Revenue.
9 This is marked as OEC Exhibit 4.

10 ---

11 (Whereupon, OEC Exhibit 4, 3/7/25 Statement of
12 Account, was marked for identification.)

13 ---

14 ATTORNEY BIZUB: OEC Exhibits 5, 6
15 and 7 are not before you today, but remain
16 accessible through a shared link previously provided
17 to Hollywood Casino and Members of the Board. Since
18 the last license renewal, OEC and the License
19 entered into one Board Approved Consent Agreement.
20 This is marked as OEC Exhibit 5.

21 ---

22 (Whereupon, OEC Exhibit 5, Board Approved
23 Consent Agreement, was marked for
24 identification.)

25 ---

1 ATTORNEY BIZUB: OEC and the Licensee
2 conducted one Compliance Conference Memorandum since
3 the last renewal. This is marked as OEC Exhibit 6.

4 ---

5 (Whereupon, OEC Exhibit 6, Compliance Conference
6 Memo, was marked for identification.)

7 ---

8 ATTORNEY BIZUB: OEC has issued ten
9 Warning Letters. In each instance where answer was
10 required, the Licensee responded to OEC's Letters,
11 detailing the corrective measures taken to address
12 OEC's concerns. These are jointly marked as OEC
13 Exhibit 7.

14 ---

15 (Whereupon, OEC Exhibit 7, Warning Letters, was
16 marked for identification.)

17 ---

18 ATTORNEY BIZUB: Finally, OEC and
19 Hollywood Casino Stipulation of Facts and
20 Admissibility of Evidence executed by the parties on
21 March 27, 2025 was included and marked as OEC
22 Exhibit 8.

23 ---

24 (Whereupon, OEC Exhibit 8, Stipulation, was
25 marked for identification.)

1 ---

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

6 OEC will call three witnesses today
7 to testify about Hollywood Casino for your benefit.

8 PRESIDING OFFICER: Hang on there.
9 We'll -.

10 ATTORNEY KING: No objection.

11 PRESIDING OFFICER: We'll ask Mr.
12 King if he has objection.

13 ATTORNEY KING: No.

14 PRESIDING OFFICER: Okay.

15 We will enter Exhibits 1 through 8
16 into the record, maintaining as confidential those
17 that were outlined by OEC Counsel. Continue on.

18 ---

19 (Whereupon, OEC Exhibit 1, PSP Report, was
20 admitted.)

21 (Whereupon, OEC Exhibit 2, 3/7/25 Letter, was
22 admitted.)

23 (Whereupon, OEC Exhibit 3, 3/11/25 Memo, was
24 admitted.)

25 (Whereupon, OEC Exhibit 4, 3/7/25 Statement of

1 Account, was admitted.)

2 (Whereupon, OEC Exhibit 5, Board Approved
3 Consent Agreement, was admitted.)

4 (Whereupon, OEC Exhibit 6, Compliance Conference
5 Memo, was admitted.)

6 (Whereupon, OEC Exhibit 7, Warning Letters, was
7 admitted.)

8 (Whereupon, OEC Exhibit 8, Stipulation, was
9 admitted.)

10 ---

11 ATTORNEY BIZUB: OEC will call three
12 witnesses today to testify about Hollywood Casino
13 for your benefit. The witnesses are from the
14 Pennsylvania State Police, the Board's Bureau of
15 Casino Compliance, and the Board's Bureau of
16 Investigation and Enforcement. With your
17 permission, Director Lloyd, I will call my first
18 witness.

19 PRESIDING OFFICER: Go ahead.

20 ATTORNEY BIZUB: OEC calls Lieutenant
21 Lacey Roane from the Pennsylvania State Police.

22 ---

23 LIEUTENANT LACY ROANE,
24 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
25 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND

1 SAID AS FOLLOWS:

2 ---

3 DIRECT EXAMINATION

4 ---

5 BY ATTORNEY BIZUB:

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

8 A. Lieutenant Lacy Roane, L-A-C-Y, Roane, R-
9 O-A-N-E.

10 PRESIDING OFFICER: Could you use
11 both microphones? You can use one and he can use
12 one.

13 BY ATTORNEY BIZUB:

14 Q. Please state your employer and job title.

15 A. The Pennsylvania State Police. And my
16 job title is the Eastern Section Commander of the
17 Bureau of Gaming Enforcement.

18 Q. Can you describe your career with the
19 Pennsylvania State Police?

20 A. Sure. I enlisted on the State Police in
21 2011. I transferred to the Bureau of Gaming
22 Enforcement at - at the time, it was SugarHouse
23 Casino in 2017. I was promoted to Corporal in 2017
24 as well. Then I was promoted to Sergeant in 2019.

25 I transferred back to the Bureau of

1 Gaming Enforcement as an office commander at Rivers
2 Casino in 2020 and then I was promoted to Lieutenant
3 and assigned to Eastern Section Commander in 2024.

4 Q. And what are your job duties?

5 A. I oversee the overall operations of five
6 casinos; Harrah's Chester, Rivers Philadelphia,
7 Philadelphia Live, Valley Forge and Parx Bensalem.

8 Q. And what is the role of the Pennsylvania
9 State Police's Bureau of Gaming Enforcement at
10 Hollywood Casino, Morgantown?

11 A. BGE (sic) oversees the stats collection
12 and communication with Morgantown. However,
13 incidents that occur within the gaming facility are
14 investigated by members assigned to the Troop L
15 Reading Station.

16 Q. And can you describe PSP's jurisdiction
17 at Hollywood Casino? Do they share jurisdiction
18 with anyone?

19 A. The State Police maintain jurisdiction on
20 the gaming floor and the parking lot is assigned to
21 Caernarvon Police Department.

22 Q. And does this split jurisdiction cause
23 any issues in responding to situations inside and
24 outside of the casino?

25 A. No, not that I'm aware of.

1 Q. And do you have any issues or concerns
2 regarding the breakdown of jurisdictional areas with
3 Caernarvon Township Police Department?

4 A. No, I do not.

5 Q. And can you tell me what the professional
6 relationship between PSP and Caernarvon Township
7 looks like?

8 A. From my understanding, it's a positive
9 relationship. The Reading Station Commander, he
10 speaks positively regarding their communication,
11 their support and their relationship.

12 Q. And can you describe the relationship
13 with PSP and Hollywood Casinos employees?

14 A. The State Police maintains a positive
15 working relationship with Morgantown.

16 Q. Can you describe the working relationship
17 between PSP and the Board's Bureau of Casino
18 Compliance?

19 A. Because we're not on site, the
20 relationship is limited. However, in my experience,
21 the relationship is good.

22 Q. And are you familiar with how arrest
23 statistics are reported by PSP?

24 A. Yes, I am.

25 Q. Can you describe how these statistics are

1 recorded?

2 A. Calls are generated and assigned into our
3 computer aid dispatch system. Incidents are
4 investigated and stats are automatically uploaded
5 through our records management system. And has this
6 process of statistic reporting changed since
7 Hollywood Casino's - since 2019?

8 A. The process in general is the same. All
9 the same systems are in place, just locating them in
10 our system is a little bit different for members
11 assigned to the Bureau of Gaming Enforcement.

12 Q. And how is the information contained in
13 the Senate Report compiled?

14 A. The information is compiled through our
15 records management system and it's confirmed with
16 arrest logs that we maintain at each office.
17 They're not subjected to editing. However, if an
18 incident carries over into a new calendar year,
19 those stats won't change, but the verdicts or court
20 decisions could change based off of dispositions.

21 Q. And are criminal offenses that occur at
22 Hollywood Casino listed in Exhibit 1?

23 A. Yes.

24 Q. Does Exhibit 1 state the number of actual
25 offenses which are prosecuted?

1 A. Yes, they do.

2 Q. Have you reviewed the arrest statistics
3 for Hollywood Casino from the time period between
4 2022 and 2024?

5 A. Yes, I have.

6 Q. What is the last date the Senate Report -
7 what is the last State Senate Report arrest
8 statistics are available for reported offenses at
9 Hollywood?

10 A. December 2024.

11 Q. And can you tell me why the Senate report
12 only lists up to 2024?

13 A. This was just based off of changes in the
14 sorting system within our RMS system. Statistics
15 are still searchable. They're maintained in each
16 office and compiled yearly for the annual Senate
17 Reports.

18 Q. And what is the most common criminal
19 offense, based on the info provided in Exhibit 1?

20 A. Trespass, theft and disorderly conduct.

21 Q. What would constitute a criminal offense
22 at Hollywood Casino?

23 A. Any offense under the Title 4, Title 18
24 offenses and offenses outside of the casino are
25 subject to Title 75.

1 Q. And can you say how many thefts are
2 reported in an average month?

3 A. So there were a total of 32 since
4 opening; that would average less than once a month.

5 Q. Are there a significant number of violent
6 crimes at Hollywood Casino?

7 A. No. In 2023, there was one aggravated
8 assault and one harassment and in 2024, there were
9 six simple assaults, two terroristic threats, one
10 harassment and five disorderly conducts.

11 Q. Are there a significant number of crimes
12 involving individuals under 21 at Hollywood Casino?

13 A. No. There was just one reported since
14 opening.

15 Q. Has there been a noticeable increase of
16 any specific crime between 2022 and the present?

17 A. No. Trespassing and theft are the most
18 consistent crimes, but they're not increasing at any
19 substantial rates.

20 Q. And do you see a pattern in the type of
21 actual offenses that have occurred at Hollywood
22 Casino?

23 A. No. Trespassing and theft are still the
24 most consistent and the most typical crimes in my
25 experience throughout the casinos across

1 Pennsylvania.

2 Q. During your time in your position, have
3 there been any deviation from the trends in the
4 types of numbers of arrests indicated in the Senate
5 Report?

6 A. No. There were 45 total incidents in
7 2022. Thirty (30) in 2023 and 43 in 2024. Of the
8 126, 64 were related to a version of theft or
9 trespass. There have been nothing - and there's
10 nothing significantly - statistically significant
11 regarding the trends and types of incidents of those
12 arrests.

13 Q. And overall, is the Pennsylvania State
14 Police satisfied with cooperation of the Hollywood
15 Casino employees?

16 A. Yes. Morgantown, there's been an
17 excellent communication between them and the state
18 police. The employees, they have a great
19 partnership that's been established and PSP has
20 offered to participate in training and exercises
21 with the casino employees to enrich and foster to -
22 I'm sorry, to enrich and foster a safe environment.
23 The casino has also been cooperative with aiding PSP
24 investigations and other information.

25 Q. In your opinion, are there any issues or

1 concerns which would negatively impact Hollywood
2 Casino's suitability for continued licensure?

3 A. No, there's not.

4 ATTORNEY BIZUB: Thank you.

5 Lieutenant Roane. OEC has no further questions.
6 OEC calls -.

7 PRESIDING OFFICER: Mr. King, do you
8 have any follow-up questions or cross for the
9 Lieutenant?

10 ATTORNEY KING: I do not, other than
11 to thank the Lieutenant and state police for their
12 cooperation and work with the property. Thanks.

13 THE WITNESS: Thank you.

14 PRESIDING OFFICER: And any questions
15 from any Board Members for the Lieutenant? No?

16 Thank you.

17 LIEUTENANT ROANE: No problem.

18 ATTORNEY BIZUB: OEC now calls Wayne
19 Fritzingler from the Board's Bureau of Casino
20 Compliance.

21 ---

22 WAYNE FRITZINGER,
23 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
24 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
25 SAID AS FOLLOWS:

1 ---

2 THE WITNESS: Good afternoon, Madam
3 Chairman and Board.

4 ---

5 DIRECT EXAMINATION

6 ---

7 BY ATTORNEY BIZUB:

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

10 A. Yes. It's Wayne Fritzing, W-A-Y-N-E,
11 F-R-I-T-Z-I-N-G-E-R.

12 Q. And are you employed by the Pennsylvania
13 Gaming Control Board?

14 A. Yes.

15 Q. What is your job title?

16 A. Site Supervisor at Hollywood Morgantown,
17 for the Bureau of Casino Compliance.

18 Q. And how long have you been holding the
19 position of Casino Compliance Supervisor?

20 A. December 2021, I became a supervisor and
21 I was transferred to Morgantown in April of 2022.

22 Q. Have you previously held any other
23 positions with the Gaming Control Board?

24 A. I was a casino compliance representative
25 starting in May of 2009 to December 2021. My

1 original stop was Hollywood Casino Grantville. Then
2 I was at Valley Forge in King of Prussia and Sands
3 or now Wind Creek in Bethlehem.

4 Q. And what are your responsibilities as a
5 Compliance Supervisor for Hollywood Casino
6 Morgantown?

7 A. I oversee the casino compliance
8 representative staff that are stationed at
9 Morgantown which is six CCRs. This includes
10 granting time off, approving timesheets and
11 introducing any corrective action and compliance
12 with PGCB policy. I review all activities and
13 compliance reports that are submitted by the CCRs.

14 I am the onsite liaison for the PGCB with
15 the casino. I ensure that the casino is following
16 the internal procedures, internal controls and PGCB
17 regulations are being adhered to and have the CCRS
18 document any reports when issues arise due to
19 violations.

20 Q. And what is the role of casino compliance
21 within the casino?

22 A. We ensure that the licensed facility is
23 complying with all procedures, internal controls and
24 PGCB regulations are being adhered to and if
25 necessary, reports are documented when issues arise,

1 we handle patron complaints when they request PGCB
2 involvement. We assist patrons of wanting to place
3 themselves on a self-exclusion list.

4 Q. And can you describe the type of access
5 BCC (sic) has within Hollywood Casino's surveillance
6 and count rooms?

7 A. We have total unfeathered (sic) access.

8 Q. And can you describe the access BCC has
9 within Hollywood Casino's central control computer
10 room?

11 A. Sure. We have access when necessary in
12 case of an emergency and would be involved, slash,
13 investigate if there was any unauthorized access to
14 the room.

15 Q. Can you describe the interactions with
16 the Department of Revenue and BCC?

17 A. We received notification from GTAC of any
18 issues including, but not limited to, non-responding
19 slots and investigations. We provide meter readings
20 for RAM cleared machines, present and interact with
21 Department of Revenue when on site for coin testing
22 of new lines for machines.

23 Q. And were there any issues with the
24 connectivity regarding central control - the central
25 control computer at Hollywood Casino?

1 A. None that I'm aware of.

2 Q. Was there ever a need for emergency
3 access to the central control computer?

4 A. Not that I'm aware of.

5 Q. And does the Bureau of Casino Compliance
6 interact with guests at the casino?

7 A. Yes. We meet with the public during
8 floor observations as part of a CCR's daily duties
9 or when requested by a patron for a dispute or
10 complaint.

11 Q. Does BCC respond to their complaints?

12 A. Yes.

13 Q. Can you tell me how so?

14 A. We look into the complaints, provide
15 appropriate responses in a timely manner and
16 document them in a report.

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

19 A. We have limited interaction and it's
20 because, unlike most casinos, we do not have PSP on
21 site. On occasion, when they are on site, we
22 provide them with assistance with our monitoring
23 system and attend any meetings we are requested to
24 be a part of. PSP has the jurisdiction on the
25 gaming floor while the parking lot is Caernarvon

1 Township's jurisdiction.

2 Q. Can you describe the relationship between
3 BCC and the casino staff?

4 A. Sure. We have a good working
5 relationship with the staff at Hollywood Morgantown.
6 We meet with the management as needed and have an
7 open line of communication with them. We also have
8 monthly meetings with all the department heads to
9 make sure we're all on the same page.

10 Q. And overall, have the casino staff been
11 cooperative in compliance reviews conducted by BCC?

12 A. Yes. They provide full transparency and
13 provide the information we request in a timely
14 manner.

15 Q. Are you familiar with the typical
16 regulatory issues found at Pennsylvania casinos?

17 A. Yes. In my 16-year career I've worked at
18 numerous properties within three regions.
19 Northeast, Central and Southeast.

20 Q. And are the regulatory issues that occur
21 at Hollywood, comparable to the regulatory issues at
22 other Pennsylvania casinos?

23 A. Yes.

24 Q. What is the most common offense?

25 A. Most common offenses are internal

1 regulatory and procedure violations, which include
2 but not limited to minor dealer errors, limited
3 surveillance loss, camera retention due to system
4 errors and failure to notify surveillance for
5 jackpot payouts by the cage.

6 I notify the onsite compliance manager
7 who works diligently and handles any violation
8 insurance compliance is met. And are there any
9 issues or concerns that would negatively impact
10 Hollywood Casino's continued licensure?

11 A. Not that I'm aware of.

12 ATTORNEY BIZUB: No further
13 questions. Thank you.

14 PRESIDING OFFICER: Mr. King, do you
15 have any follow?

16 ATTORNEY KING: No follow-up
17 questions. I know that I speak for Michele and the
18 team; we work closely with Casino Compliance. They
19 regulate us carefully but fairly and we appreciate
20 that cooperation.

21 PRESIDING OFFICER: Do I have any
22 questions from any of our Board Members?

23 CHAIR SMYLER: I just have just a
24 point of clarification. You said that one of the
25 issues is jackpot payouts not being -? What is

1 that?

2 THE WITNESS: So if somebody's
3 getting a payout for an unclaimed jackpot, sometimes
4 they forget to call surveillance to get, you know,
5 video of the person getting the payout to ensure
6 that compliance is met on it. It's part of the
7 internal control procedures.

8 MR. DERMODY: How is it unclaimed? I
9 don't -.

10 THE WITNESS: Well, when they're
11 picking it up, like, if somebody forgets their
12 identification, -

13 MR. DERMODY: Okay.

14 - they - you have to bring back the
15 identification so they can ensure it's meeting the
16 regulations and IRS standards.

17 CHAIR SMYLER: Thank you.

18 PRESIDING OFFICER: Okay.

19 Thank you.

20 THE WITNESS: And no, I don't have
21 any information on the Phillies either.

22 ATTORNEY BIZUB: OEC Will now call
23 its final witness, Elizabeth Kotzmoyer from the
24 Board's BIE.

25 ----

1 ELIZABETH KOTZMOYER,
2 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
3 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
4 SAID AS FOLLOWS:

5 ---

6 DIRECT EXAMINATION

7 ---

8 BY ATTORNEY BIZUB:

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

11 A. My name is Elizabeth Kotzmoyer, and my
12 last name is spelled K-O-T-Z-M-O-Y-E-R.

13 Q. Are you employed by the Pennsylvania
14 Gaming Control Board?

15 A. Yes.

16 Q. What is your job title?

17 A. I'm an Investigator, slash, Case Agent.

18 Q. How long have you held this position?

19 A. I've been an Investigator since 2010 and
20 a Case Agent since 2011.

21 Q. And have you previously held any other
22 positions with the Gaming Control Board?

23 A. Yes.

24 Q. What are your responsibilities as an
25 investigator for the Bureau of Investigations and

1 Enforcement?

2 A. I perform background investigations on
3 any individual applying for a G2 permit, key license
4 or principal license, as well as any company that
5 wants to do business or conduct business in the
6 casinos. And I will also perform miscellaneous
7 investigations on any regulatory issues.

8 Q. And what are your responsibilities as a
9 Case Agent for BIE?

10 A. As a Case Agent, I'm responsible for
11 conducting the Renewal Investigation for Hollywood
12 Casino Morgantown.

13 Q. Did you conduct the investigation of
14 Hollywood Casino for its Slot Machine License
15 Renewal?

16 A. Yes.

17 Q. When did BIE begin its renewal
18 investigation into Hollywood Casino?

19 A. January 2024.

20 Q. And can you describe the scope of the
21 investigation?

22 A. The scope of the investigation include,
23 but was not limited to, the review of the
24 information that was submitted in the application, a
25 review of the report submitted and conducted by the

1 Financial Investigations Unit, a verification review
2 of the liquor license by the Pennsylvania Liquor
3 Control Board, and once those items, among other
4 things, were completed, a Report of Investigation
5 was completed on May 15, 2024.

6 Q. When was Hollywood Casino initially
7 licensed?

8 A. June of 2019.

9 Q. And does this investigation include a
10 review of Hollywood Casino from the date of its
11 initial license to present?

12 A. Yes.

13 Q. Did BIE review the Renewal Application
14 filed by Hollywood Casino, its principals -

15 A. Yes.

16 Q. - entities and affiliates?

17 A. Yes.

18 Q. Did the investigation include a review of
19 the - criminal history?

20 A. Yes.

21 Q. Civil litigation history?

22 A. Yes.

23 Q. Tax clearances?

24 A. Yes.

25 Q. A review of Pennsylvania Gaming Control

1 Board regulatory history?

2 A. Yes.

3 Q. A review of any enforcement actions taken
4 against Hollywood Casino by OEC?

5 A. Yes.

6 Q. Has Hollywood Casino been cooperative
7 during this investigation?

8 A. Yes.

9 Q. Is this investigation complete?

10 A. Yes.

11 Q. Are there any issues or concerns that
12 would negatively impact Hollywood's suitability for
13 continued licensure?

14 A. No.

15 ATTORNEY BIZUB: Thank you, Ms.
16 Kotzmoyer. OEC has no further questions.

17 PRESIDING OFFICER: Mr. King, any
18 questions?

19 ATTORNEY KING: No questions, other
20 than, again, I just want to recognize OEC (sic),
21 Elizabeth and I know Paul Morrow is somewhere back
22 there. OEC and BIE, I should say, also regulate the
23 entire company very closely but fairly, and we
24 appreciate the relationship that we have with them.

25 PRESIDING OFFICER: Any questions

1 from our Board Members?

2 MS. REGAN: No notes. It's very
3 impressive.

4 THE WITNESS: Oh, thank you, ma'am.

5 ATTORNEY BIZUB: OEC has nothing
6 further.;

7 PRESIDING OFFICER: Okay.

8 With that coming to a close, I have
9 one housekeeping matter here before we get to public
10 comment, and that is written public comment received
11 by the Board Clerk. We have one written comment
12 that has to enter into the record because Mr. King
13 entered the other three that we also received. So,
14 we don't need to do that twice. But we have one
15 public comment, written public comment received from
16 Richard Schaffer - I'm sorry, Robert Schaffer, Jr.,
17 and I do believe he's also registered to speak.

18 So, we'll enter that into the record
19 if hearing no objection from OEC or Mr. King?

20 ATTORNEY KING: No objection.

21 PRESIDING OFFICER: Okay.

22 So now we will -. Does anybody need
23 a break?

24 CHAIR SMYLER: No.

25 PRESIDING OFFICER: We'll move to the

1 public comment portion of today's hearing. I have
2 six registered speakers. As I say your name, if you
3 could just stand up at your chair. Pamela Menet,
4 Brian Sutherland, Christine Folk, Aaron Gantz, Tom
5 Hornberger; don't see Tom Hornberger.

6 Okay.

7 And Robert Schaffer, Jr. Is there
8 anybody here that thought they registered to speak
9 and I just not have now called your name? If you
10 could raise your hand? Seeing no hands, I will have
11 the court reporter swear the five of you in now for
12 public comment.

13 COURT REPORTER: All right. Will
14 each of you raise your right hand?

15 ---

16 (WITNESSES SWORN EN MASSE.)

17 ---

18 PRESIDING OFFICER: As I call your
19 name, if you could please come forward to this chair
20 right here with this microphone to make your
21 comments. Each of you will have about five minutes
22 to speak. And if you're getting close to your - you
23 can sit down - if you're getting close to your five
24 minute time, I'll let you know so you can wrap up
25 your comments for us.

1 And we will start with Pamela Menet.
2 If I mispronounce your name, I apologize right now.

3 MS. MENET: You got it.

4 ---

5 PAMELA MENET,
6 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
7 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
8 SAID AS FOLLOWS:

9 ---

10 PRESIDING OFFICER: And if you could
11 spell your name for the Court Reporter too, that
12 would be helpful for him.

13 MS. MENET: Yes. Pamela Menet,
14 P-A-M-E-L-A, M-E-N-E-T.

15 Good afternoon. I am the Director of
16 Community and Economic Development for Berks County.
17 I am also a resident of the immediate adjacent
18 Robeson Township and I'm going to add that I'm a
19 proud graduate of the local Twin Valley High School.
20 I'm pleased to be here today to offer a few comments
21 on the local share account Category 4 facilities
22 program funds that have been brought to Berks
23 County.

24 Now, being able to access funds for
25 projects in our county has been very important to

1 our communities. Amounts and projects that may seem
2 small and insignificant can make a very big
3 difference to our residents and to our
4 municipalities.

5 We're appreciative of the LS 4 funds
6 awarded since 2023 that have totaled over \$3.2
7 million to our communities in 45 projects spread
8 across Berks County. I will add that we are
9 including projects - I'm including projects in this
10 number for grant agreements that have not been fully
11 executed and may not show up in any other public
12 record at this point.

13 These projects include plow trucks,
14 security lighting, community spaces and parks, sewer
15 improvements and public safety vehicles, among many
16 others. In navigating the program's application
17 requirements, one of the most challenging has been
18 the long time period from the application submission
19 deadline until the award decision, sometimes being
20 up to a year.

21 We do feel that it can hamstring
22 communities because they're unable to start a
23 project any sooner than the grant award date.
24 Perhaps a practice like the non-prejudicial approval
25 in the PIDA program, Pennsylvania Industrial

1 Development Authority, which allows eligible
2 expenses to be incurred with preapproval from the
3 Commonwealth and prior to a funding decision or
4 award. It could prove beneficial as communities try
5 to manage contractors and suppliers to holding
6 quotes and being able to start a project in a
7 favorable season.

8 Again, I want to reiterate the
9 importance of these funds to our communities and to
10 our residents and thank you for allowing me to make
11 these comments on behalf of Berks County.

12 PRESIDING OFFICER: Thank you. Any
13 questions, comments? Seeing none, thank you very
14 much.

15 Brian Sutherland?

16 ---

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

21 ---

22 MR. SUTHERLAND: Good afternoon. My
23 name is Brian Sutherland. That's B-R-I-A-N,
24 S-U-T-H-E-R-L-A-N-D. I represent the I Am Able
25 Foundation. We are one of the recipients of the

1 giving back through the Morgantown Casino. We are
2 grateful for it. We were founded by a third
3 generation U.S. Marine veteran who was diagnosed
4 with a degenerative nerve condition, went from
5 active duty, walking with one cane, two canes, to a
6 wheelchair and now a manual wheelchair and decided
7 that he was going to continue his mission to help
8 empower children and people with disabilities in the
9 community.

10 We could not do it without people
11 like an organizations like Penn Entertainment here.
12 I just want to read one thing from a mother who is
13 in our program. These are kids who have autism,
14 down syndrome, spina bifida, cerebral palsy. These
15 are kids who aren't going to get picked in the gym
16 class, they aren't going to make a sports team, but
17 they are able to come and do some fitness with us.
18 It's empowering. It's community. It's togetherness
19 and it's support.

20 This is a mother named Brittany. Her
21 son Ryan is in our program. Ryan wasn't playing
22 with kids at school. He was gaining weight. I know
23 that bullying is going to be a thing in his life
24 because of his special needs. I don't want him to
25 also get bullied because of his weight. Were it not

1 for the support of organizations like Penn
2 Entertainment, we wouldn't be able to do what we do
3 for these kids, which is so much more than fitness,
4 it's self-esteem, it's friendship, it's belief that
5 they're worthy of being supported in this community.

6 So, thank you very much to you guys
7 for all that you do. Grateful for you and thank you
8 for the opportunity to share our gratitude.

9 PRESIDING OFFICER: Thank you.

10 Christine Folk?

11 ---

12 CHRISTINE FOLK,
13 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
14 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
15 SAID AS FOLLOWS:

16 ---

17 MS. FOLK: Good afternoon. My name
18 is Christine Folk, C-H-R-I-S-T-I-N-E, F-O-L-K. I'm
19 the Executive Director at Mary's Shelter in Reading.
20 We are a shelter for homeless unaccompanied youth
21 ages 14 to 21. That means the young people in our
22 care have absolutely no adult caregiver in their
23 lives to provide support, guidance or housing.

24 The one thing I want everybody to
25 know is that these are good kids. These are good

1 kids who have just been dealt a very difficult life
2 situation. They've been abandoned, ignored, abused,
3 or simply just forgotten. And let me give you two
4 examples.

5 The first young man who ever came to
6 our care woke up one morning, thought he was just
7 going to get ready for school. He came downstairs,
8 saw the note on the table that said the mom's
9 boyfriend and she had moved out of state. Landlord
10 wanted him out by five. Good luck. He was 17. He
11 was just abandoned.

12 We had a second young man who came to
13 us and he was always raised by his grandmother
14 because his parents had passed away when he was very
15 young. He came home one day from school and found
16 his grandmother passed away. He was 16. He didn't
17 know what to do. He called 911 and simply went with
18 her to the emergency room and then sat there until
19 somebody, a nurse came up and said to him, you know,
20 what are you doing? Where you're going? And he
21 said, I have no idea because I have nobody. So, he
22 came to Mary's Shelter.

23 These kids are left homeless and
24 alone through no fault of their own. In 2024, we
25 housed 46 youth and additionally, we provide

1 community outreach service to over 800 low-income
2 families to help prevent homelessness. At Mary's
3 Shelter, the young kids receive a warm, safe and
4 stable environment where they can concentrate on
5 finishing high school and then start thinking about
6 what comes next. Do they want to go to college,
7 trade school, technical school, join the military or
8 enter the workforce?

9 All the while, when they're with us,
10 we are teaching them the life skills that they need
11 to know to one day become independent and
12 contributing members of our community. That's
13 everything from cooking, cleaning, budgeting,
14 shopping, how to write out an envelope or a check.
15 Some of the basic skills that these kids need to
16 know. The ultimate goal for us, for them, is that
17 they are never homeless again.

18 Mary's Shelter is an independent
19 nonprofit. We do not have a parent company who will
20 provide us with financial support if ever needed.
21 We rely on individuals, civic groups, congregations
22 and businesses like the Hollywood Casino in
23 Morgantown to continue our work with kids.

24 Since their opening, the Hollywood
25 Casino in Morgantown has provided Mary's Shelter

1 with over \$23,650 in monetary, in-kind and special
2 project support. Special projects like our back to
3 school backpacks and our Secret Santa event during
4 the Christmas season. That translates to \$23,650
5 worth of shelter, heat, clothing and food for kids
6 who were once cold, hungry and homeless.

7 Mary's Shelter wholeheartedly
8 supports and commends Penn Entertainment and the
9 Hollywood Casino in Morgantown for their commitment
10 to giving back to the community and supporting
11 organizations like Mary's Shelter. Thank you.

12 PRESIDING OFFICER: Thank you.

13 Aaron Gantz?

14 ---

15 AARON GANTZ,
16 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
17 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
18 SAID AS FOLLOWS:

19 ---

20 MS. GANTZ: Good afternoon, I'm Erin
21 Gantz. A-A-R-O-N, G-A-N-T-Z. I'm the Vice
22 President of Economic Development and Strategy at
23 the Greater Reading Chamber Alliance. It's the
24 organization I'm speaking on behalf of today.

25 Hollywood Casino Morgantown has been

1 a valuable economic driver in Berks County,
2 particularly through the local share account
3 program, which you've heard a lot about today.
4 Since its establishment, over \$18 million in LSA
5 grant awards have been awarded across our community
6 supporting critical community projects, economic
7 development initiatives and infrastructure
8 improvements.

9 Our organization has received LSA
10 funds to support an important infrastructure
11 project, the return of Passenger Rail, and doing the
12 local work to support that infrastructure
13 enhancement. We hope we'll be here in the next
14 couple of years.

15 These funds have had a direct impact
16 on strengthening our region, driving investment and
17 enhancing local opportunities. GRCA fully supports
18 Hollywood Casino Morgantown and recognizes its role
19 in fostering economic growth in our community. I
20 appreciate your time this afternoon and wish the
21 casino continued success. Thank you.

22 PRESIDING OFFICER: Thank you.

23 Robert Schaffer, Jr.

24 ---

25 ROBERT SCHAFFER, JR.,

1 CALLED AS A WITNESS IN THE FOLLOWING PROCEEDING, AND
2 HAVING PREVIOUSLY BEEN DULY SWORN, TESTIFIED AND
3 SAID AS FOLLOWS:

4 ---

5 MR. SCHAFFER: Good afternoon. This
6 is Robert L. Schaffer, Jr. The spelling is
7 S-C-H-A-F-F-E-R, and the prefix is Junior. The
8 following is a statement in opposition to the
9 recertification of Mountainview Thoroughbred Racing
10 Association, LLC, operator of Hollywood Casino in
11 Morgantown. I am in opposition of the renewal of
12 the license.

13 The casino is partnered with
14 Espnbet.com and Hollywoodcasino.com, formerly known
15 as Barstool. The iGaming accepts deposits on the
16 Hollywood Casino Morgantown property. ESPN BET
17 accepted wagers for games with illegal rulesets not
18 authorized by the Pennsylvania Gaming Control Board,
19 including Phillies All Blackjack - Phillies All Bets
20 Blackjack Live on September 20th, 2024 and Infinite
21 Blackjack on December 14th, 2024.

22 These cases were investigated by PGCB
23 investigators Mike Donati and Hollywood Casino
24 Morgantown Site Supervisor Wayne Fritzingier
25 respectively. On 9/20/2024, PGCB surrender clause

1 6338.9 was violated. Also, Zendesk was altered by
2 ESPN BET in January and February of 2025 and the
3 case was investigated by PGCB Investigator
4 Christopher Farris. Their iGaming has a history of
5 telling me and others that they self-excluded
6 themselves when they have not.

7 Penn Entertainment is operating
8 sports books on their properties including Hollywood
9 Casino Morgantown that accept deposits, use Tri-
10 Gaming and has a history of withholding funds for
11 days or even weeks for me under the false pretense
12 that I have self-excluded. It is the responsibility
13 of a casino corporation to identify self-excluded
14 individuals by their correct profile information and
15 Social Security number.

16 The company has a history of
17 neglecting to do so and therefore their
18 certification should be suspended or terminated by
19 the Pennsylvania Gaming Control Board. Barstool
20 Sportsbook Online, now known as ESPN BET and
21 associated with Hollywood Casino in Morgantown,
22 incorrectly informed me of a property self-exclusion
23 twice, once from May 14, 2021 and the other July 14,
24 2023.

25 Pennsylvania Gaming Control Board

1 Investigators Thomas Wascura and Christopher Farris
2 conducted investigations into subsidiaries of
3 Hollywood Casino falsely stating to me that I self-
4 excluded at a Hollywood Casino property and it was
5 deemed the company mixed my identity up with someone
6 else's.

7 Furthermore, Hollywood Casino
8 Morgantown when attempting to handle the impacts of
9 the situation in 2025 failed and I was evicted from
10 the Grantville property by security on March 27,
11 2025. On May 14, 2001, Jason K. from Barstool
12 iGaming stated, thanks, I see that your account has
13 been locked due to you having self-excluded from one
14 of our casinos. Once you self-exclude from one of
15 our properties, you will be excluded from all
16 properties. I replied, no, I haven't self-excluded.
17 There appears to be a mistake.

18 On May 14, 2021, Patrick from
19 Barstool Sportsbook stated, apologies about this. I
20 am seeing that the previous agents that you have
21 chatted with have escalated us to our risk team for
22 review. Unfortunately, we do not have an update on
23 this currently, but for these exclusions the
24 ultimate decision is made by your state's gaming
25 control board. Until they are able to lift the ban,

1 we, unfortunately, are unable to do anything
2 further.

3 On May 24, 2021, Kayleigh stated,
4 Penn National Gaming as a whole oversees the
5 Sportsbook and these slots. On July 24, 2023, Matt
6 K. from Barstool Sportsbook stated, unfortunately,
7 someone with the same name or close to the same name
8 who has the same birthday is excluded and our system
9 may have locked your account in error. I will
10 escalate this to our compliance team who reviews
11 these potential error locks every few days and will
12 remove the lock after they complete the review.

13 An additional accusation of self-
14 Exclusion occurred on April 1st, 2025. This shows a
15 pattern of behavior by Penn Entertainment and its
16 affiliates spanning 2021 through the year 2025. And
17 I would like to submit all evidence to the
18 Pennsylvania Gaming Control Board after the
19 testimony. Thank you. I appreciate that you held
20 this meeting today.

21 PRESIDING OFFICER: Thank you. And I
22 will call Tom Hornberger again if he appeared. Is
23 there a Tom Hornberger?

24 MS. RALSTON: I do have a question.
25 Are we allowed?

1 PRESIDING OFFICER: Yes. You're a
2 Commissioner, you can ask a question.

3 MS. RALSTON: I just wanted to know
4 if this is like a - happening with a - based on a
5 glitch in the system or is this something that
6 you've seen on a regular basis where it could be
7 misidentification?

8 ATTORNEY KING: So I don't want to go
9 deep into something personal on the record.

10 MS. RALSTON: Yeah.

11 ATTORNEY KING: I'll just say one of
12 the benefits of regulated gaming is that there is a
13 dispute resolution process through the Board to have
14 a fair and impartial person look at it and what had
15 happened there. And I believe the Board has taken a
16 look at it and we appreciate the Board doing that.

17 PRESIDING OFFICER: Okay.

18 Again, is there anyone here that
19 thought they registered to speak or were here to
20 speak today and I have not called your name, raise
21 your hand. Seeing no hands, Hollywood Casino, Mr.
22 King, do you have any closing remarks?

23 ATTORNEY KING: I'll keep it very
24 brief. I think it's clear through just about all
25 the testimony, obviously, Mr. Hornberger - or Mr.

1 Schaffer excluded, that this project has been a
2 great success since its opening. And I'll just -
3 quick story about how close this almost didn't
4 happen. I was telling Michele and Alex, you know,
5 in March of 2020, I remember being basically locked
6 in my third floor bedroom in my house, thinking that
7 our entire gaming industry was about to disappear.
8 Not only in Pennsylvania, but nationally, which
9 wasn't a great feeling since a lot of it is what I
10 do professionally, is representing gaming companies.

11 And Penn, then Penn National before
12 we changed the name, like all the other national
13 operators, it was a very trying and scary time. And
14 just in those few weeks were in the process of
15 basically doing everything possible to not go out of
16 business. And we had just laid off 25,000 people
17 across the country. There's a skeleton team in
18 Wyomissing trying to stay open.

19 This project had just broken ground
20 at the end of 2019. And we were basically trying to
21 do everything that we could to raise money so that
22 we could keep the bare minimum lights on. And this
23 property got sold. And so we don't own the property
24 anymore. It's not a problem. It's our longstanding
25 partner at GLPI, but we sold this property. We sold

1 property we owned in Las Vegas.

2 We did a lot of other different
3 things to raise money. We worked really closely
4 with the staff of the Gaming Control Board because
5 there were a lot of regulatory issues, and we were
6 able to raise money to just keep the lights on, get
7 through the pandemic. And as soon as we could,
8 after everything settled out, we came back here and
9 we got the workers back on site and we built the
10 project.

11 And I think we're really proud of
12 keeping our promise with respect to getting this
13 done. It's a really great story. A lot of people
14 don't know how close it came. And it occurred to me
15 when I think Michele pointed out that this site had
16 a plan to have a shopping center there, but it
17 didn't happen because of the economic crisis in '07-
18 '08. So, the fact that the company was able to
19 shepherd this through, make it through such a
20 difficult trying time, I think is really something.

21 But look, let's get back to just the
22 basics. Should the license be renewed? And I know
23 this is a preliminary hearing, we'll be back in
24 Harrisburg in a few months for the final, but I
25 think you've heard all the right things that the

1 Commissioners need to hear. I think the property is
2 clearly well managed, it's well run. There's a
3 great team here led by Michele.

4 They're doing all the things they
5 need to do to run it professionally and well, and
6 generate, not only tax revenue for the Commonwealth,
7 but all the local share monies. And you've heard
8 what a great benefit is because into this township
9 and the county and all the projects it's supporting,
10 great workforce, diverse workforce. And so it's a
11 great success.

12 And when you get to that point of
13 decision making, and we'll be back before you and
14 I'll make this request again, we'll respectfully
15 request that we be relicensed. And thank you for
16 your time and thank you also to the Township for
17 hosting the meeting today.

18 PRESIDING OFFICER: OEC Counsel?

19 ATTORNEY BIZUB: Nothing. Thank you.

20 PRESIDING OFFICER: Okay.

21 The record will remain open until the
22 board hears the matter at a later public Board
23 Meeting. I'll prepare a report based upon the
24 testimony and evidence entered into the record
25 today. That report will be sent to the Board along

1 with the transcript and all the exhibits, the
2 Application and the Suitability Report, that will be
3 generated. And at the Board's convenience, at a
4 later date, they will schedule the matter to be
5 heard again.

6 I want to thank the staff here at
7 Caernarvon Township and the Chief of Police and his
8 staff for their assistance in holding this hearing
9 today. And hopefully we'll be back in another five
10 or six years. I won't personally be back, but some
11 of you might be back. And so thank you all for
12 coming today, your cooperation. The hearing is now
13 adjourned.

14 * * * * *

15 HEARING CONCLUDED AT 3:00 P.M.

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CERTIFICATE

I hereby certify that the foregoing proceedings,
held before Director Lloyd, was reported by me on
April 2, 2025, and that I, Jacob Hill, read this
transcript and that I attest that this transcript is
a true and accurate record of the proceeding.

Dated the 23rd day of April, 2025.



Jacob Hill,

Court Reporters