

Live!

CASINO • HOTEL®

PHILADELPHIA

# GAMING LICENSE RENEWAL PUBLIC HEARING

AUGUST 13, 2025





# INTRODUCTIONS



**Joseph Billhimer**  
Cordish Gaming  
Chief Development &  
Operating Officer



**Craig Clark**  
Live! Casino Hotel  
Philadelphia  
EVP & General Manager



**Krystal Jones**  
Live! Casino Hotel  
Philadelphia  
SVP & CFO



**Tracey Witchko**  
Live! Casino Hotel  
Philadelphia  
SVP of Property Operations



**Jake Joyce**  
Live! Casino Hotel  
Philadelphia  
SVP of Marketing



**Kevin O'Sullivan**  
Live! Casino Hotel  
Philadelphia  
VP of Gaming Operations



**Carmen Gonzales**  
Live! Casino Hotel  
Philadelphia  
VP of Communications



**Tom Diehl**  
Live! Casino Hotel  
Philadelphia  
VP of Legal







# OUR STORY







**COMMERCIAL  
REAL ESTATE**



**COWORKING  
SPACES**

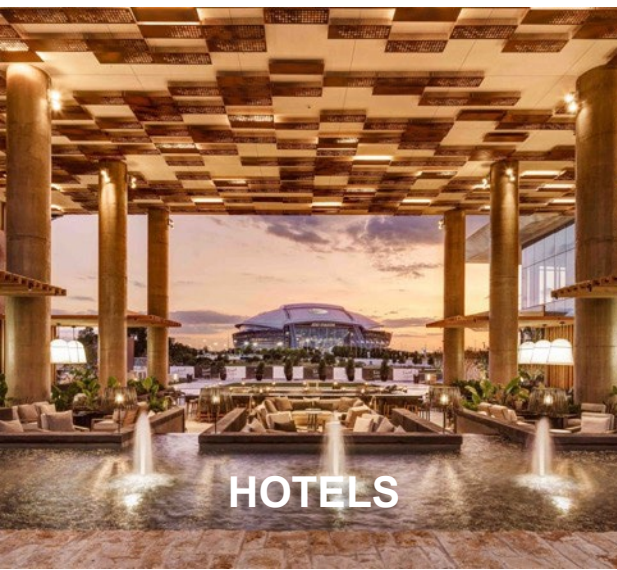


**ENTERTAINMENT  
DISTRICTS**

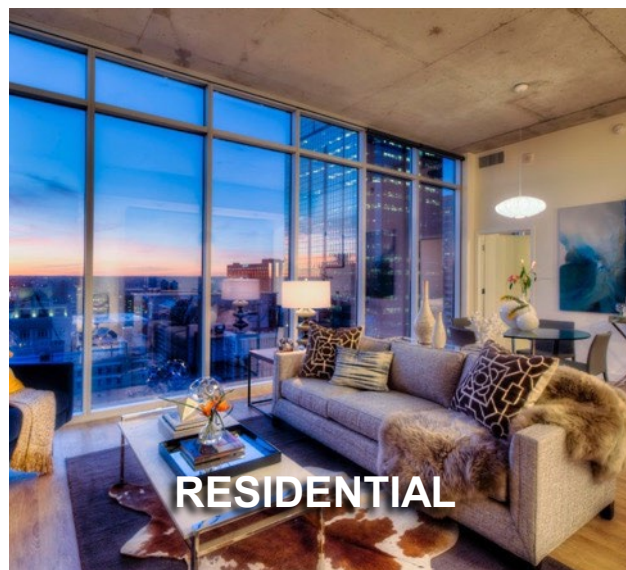


**GAMING**

**FAMILY-OWNED FOR OVER 100 YEARS  
7 URBAN LAND INSTITUTE AWARDS FOR EXCELLENCE**



**HOTELS**



**RESIDENTIAL**



**RESTAURANTS**



**SPORTS-ANCHORED  
DISTRICTS**





**THE  
CORDISH  
COMPANIES**

# PROPERTIES MAP





POWER & LIGHT DISTRICT / KC LIVE!  
Kansas City, MO

# Live!®

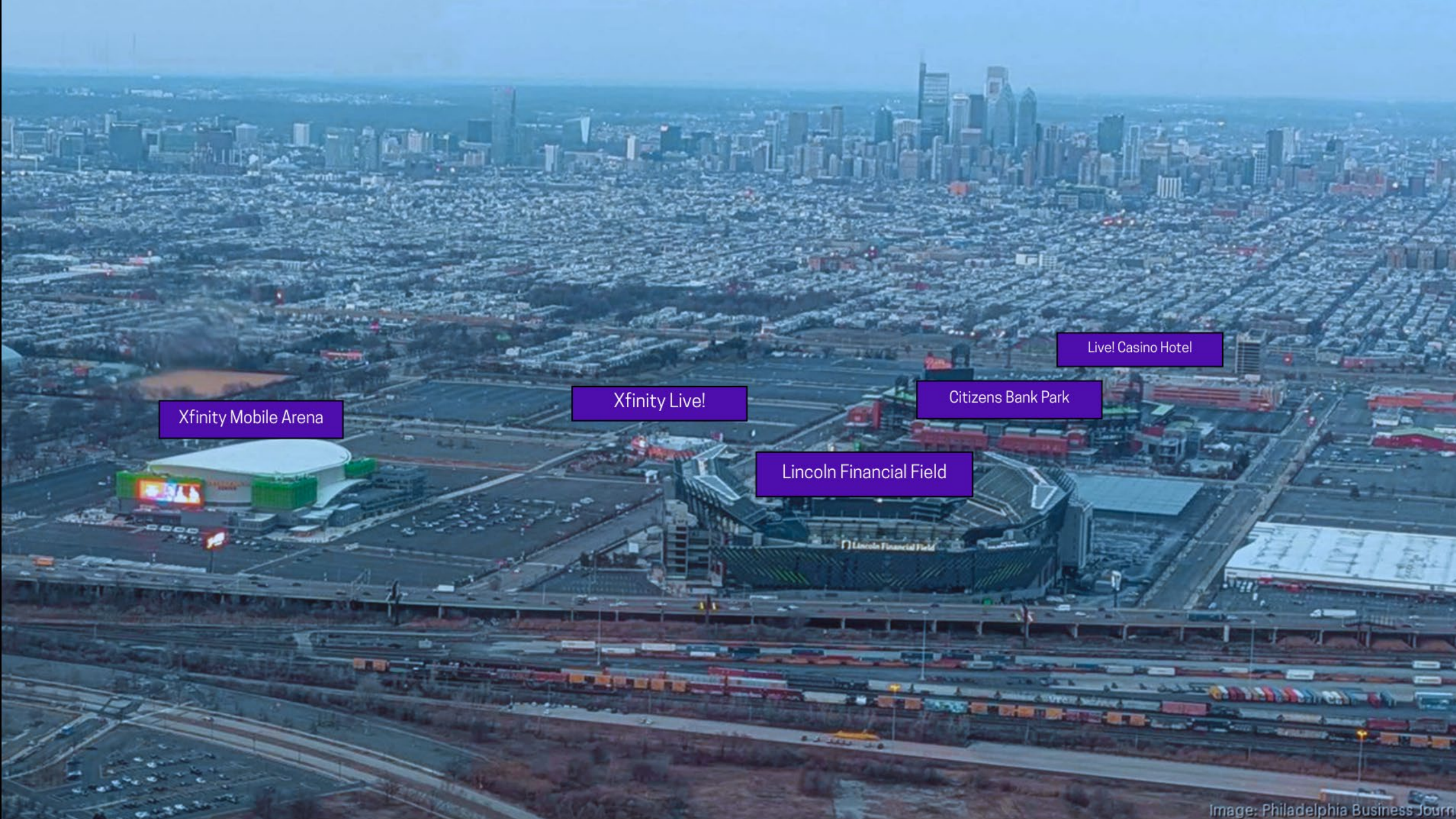
WELCOMES OVER

## 55 MILLION ANNUAL VISITORS

TO ITS ENTERTAINMENT DISTRICTS, CASINO RESORTS, AND HOTEL DESTINATIONS  
NATIONWIDE

OVER 25 OPERATING FACILITIES  
100+ DINING & ENTERTAINMENT VENUES





Xfinity Mobile Arena

Xfinity Live!

Lincoln Financial Field

Citizens Bank Park

Live! Casino Hotel



June 2014





April 2019





January 2020











# OUR OPERATION

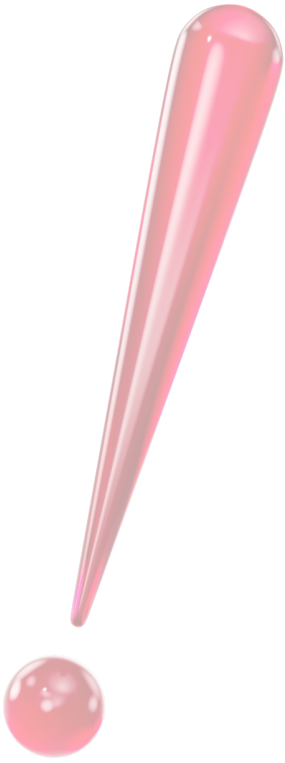




# PROPERTY HIGHLIGHTS



- \$700M Construction Project
- 510,000+ sqft of Gaming, Hotel, Dining, & Entertainment Space
- 1,940 Slot Machines
- 117 Table Games
- 32 Poker Tables
- FanDuel Retail Sportsbook
- 208 Hotel Rooms
- 15,000+ sqft of Meeting Space
- 3 Full-Service Restaurants
- 3 Quick-Service Dining Options
- 3 Standalone Bars





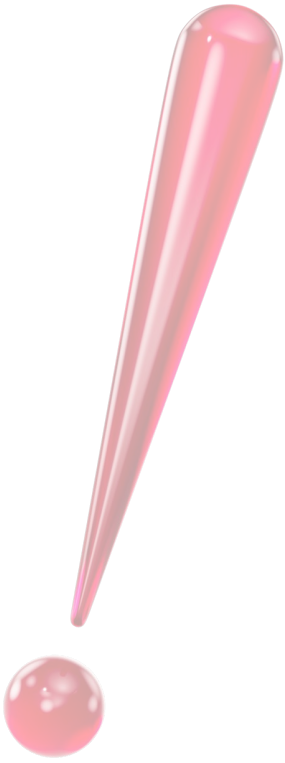
# GAMING

- **Slots**
  - \$694M in revenue since opening
  - Since opening, we have made over 5,600 changes to the slot floor (including 650+ new machines)
- **Table Games**
  - \$440M in revenue since opening
  - Over 95 gaming tables
    - Electronic Table Games: 3 dealers and 38 units in stadium seating
    - Fully Electronic Table Games: 20 units including Blackjack, Roulette, Baccarat, and Craps
- **Poker**
  - \$38M in revenue since opening
  - 10% increase in the number of seats since opening
  - Raised \$60k to support the community since opening
- **FanDuel Sportsbook**
  - #1 retail sportsbook handle in PA
  - Over 2.1M bets placed since opening
  - \$22.9M in revenue since opening





# OVER \$38M IN ANNUAL FOOD & BEVERAGE SALES





# HOTEL

- Accommodations

- 170 Rooms
- 26 Suites
- 6 Penthouses
- 6 Presidential Suites

- Amenities

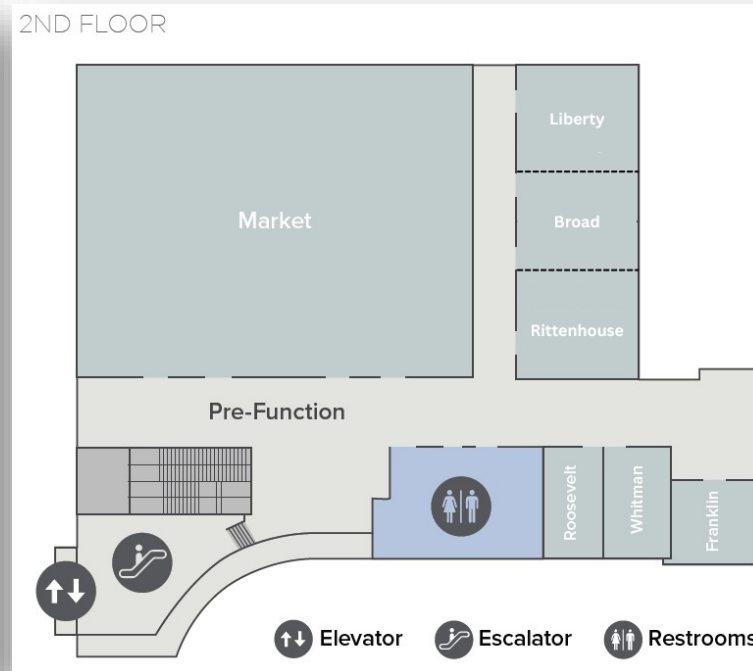
- Fitness Center
- Mobile Check-In
- Group Event Space
- Valet Parking
- Laundry & Dry Cleaning Services
- Shop Live!





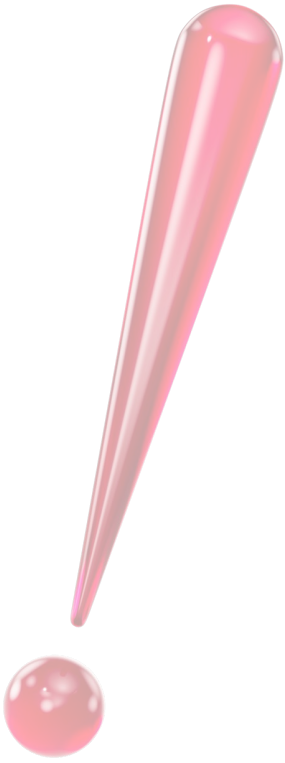
# EVENT CENTER

- 15,000 sqft of customizable event space
  - 1 Large Ballroom
  - 3 Flexible breakout rooms with airwalls
  - 3 Executive boardrooms





# ENTERTAINMENT





# \$9.6M IN PROPERTY IMPROVEMENTS TO DATE

- Capital investments to date include:

- Gaming - \$3.88M
- Facilities - \$2.27M
- IT/ AV - \$1.58M
- Security/ Surveillance - \$819K
- Other - \$1.03M

## Notable Projects:

Slot Machines Purchases  
Center Bar Transparent Wall  
Breakout Room Airwalls  
Facial Recognition Equipment  
Event Center AV Upgrades  
Kitchen Equipment  
Building Equipment Upgrades

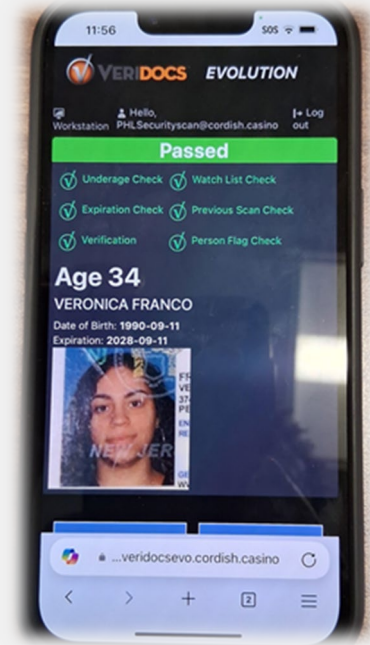




# SECURITY TECHNOLOGY

## Systems & Equipment

- Veridocs ID System including mobile system and handheld for limited use (Prime Entrance).
- Evolv Metal Detection System / Ceia metal detectors
- Plate Smart License Plate Reader
- Facial Recognition – by end of year
- Synectics Synergy Surveillance
- I Trak Report system
- LVT (Live View Technology)
- Dash Cams in Security Vehicles
- Lobby Guard visitor registration system
- C-cure swipe system (panic alarms, swipe access control, employee badging)
- Lost and Found charge back program
- Key Watcher
- Security Vehicles – EV Car, Ford Escape, Golf Carts
- Holding and report area for guests and PSP





# SECURITY TRAINING

## ALL SECURITY TEAM

- Unattended Minor
- Suicidal Crisis
- Verbal Judo
- Use of Force
- Radio Etiquette
- Rovers
- De-Escalation
- Drop Procedures
- ID Training/ Veridocs
- Evolv
- Cross Walk Procedures
- Outside Patrol
- Vehicle Training
- AEP Training
- Escorts
- Keys
- Card and Dice Destruction
- CPR

## SECURITY DISPATCH

- Lobby Guard
- Emergency Credentials
- Staffing and Floor Rotation
- Lost and Found Procedures
- Tow Services
- Garage Gate



## SECURITY MANAGEMENT

- All Standard Operating Procedures & Internal Controls
- Minimum Staffing
- Report Writing
- Lost and Found
- Eviction and Exclusions
- Controlled Force
- Handcuff Training





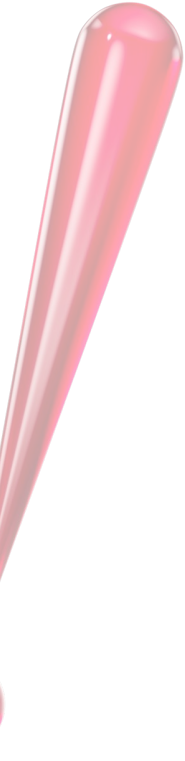
# TEAM MEMBER TRAINING

## WORKPLACE & GUEST SAFETY

- Fostering a Respectful Workplace
- Identification Credential Standards
- Active Shooter Response
- Identifying Human Trafficking
- Anti-Money Laundering
- Responsible Gaming
- Checking Identification
- Fire Extinguisher Safety
- Responsible Alcohol Management Program (RAMP)
- Bloodborne Pathogens
- Hazard Communication
- Preventing Back Injury
- Lockout Tagout
- Personal Protective Equipment Fundamentals
- Found Money
- Slips, Trips, & Falls
- Evacuations
- Security Escorts
- CPR

## GUEST SERVICE AND LEADERSHIP

- Best Practices
- Live! 5 Service Standards
- Service Recovery
- Coaching Skills
  - De-Escalation
- Listening Skills
- Managing Expectations
- Managing Change
- Feedback with Empathy
- Emotional Intelligence
  - Self Awareness
  - Self Management
- Speaking with Confidence
- Designing Presentations and Communications with Canva

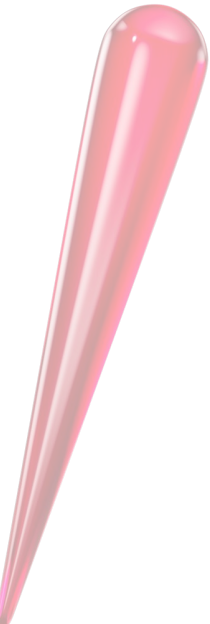




# RESPONSIBLE GAMING



- **Responsible Gaming Committee meets at a minimum quarterly to discuss any ongoing concerns and revisions required in the Responsible Gaming plan.**
- **Team Member Training**
  - Live! Casino educates all Team Members regarding compulsive and problem gambling, the prohibition of underage gambling, the prohibition of gambling by intoxicated patrons, and the identification and ejection of excluded and self-excluded people.
    - All Team Members must complete training conducted by the Council on Compulsive Gambling in Pennsylvania prior to their employment start date.
    - All Team Members complete annual re-retaining in responsible gaming.
    - Live! Casino has an annual Responsible Gaming Education Week in September in conjunction with the American Gaming Association.





# BANNED ONE / BANNED ALL

- All jurisdictions have regulatory programs for Self-Excluded and State-Excluded. Casinos are required to not allow these people to gamble while excluded.
  - Live! Casino ensures any new exclusions are reviewed daily in our casino management system and their player accounts are flagged appropriately.
  - Live! Casino has taken a conservative approach to say if a patron is excluded in any of the jurisdictions where we currently have a property, they cannot gamble at any Live! Casino property. This includes i-gaming exclusions.
  - Facial recognition technology will be installed during Q4. Live! Casino Hotel Philadelphia will be the first property in the commonwealth with this technology. It has been proven to be effective at Live! Casino Hotel Maryland.







# OUR TEAM

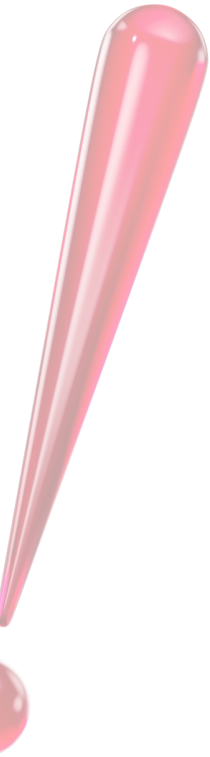




# DEMOGRAPHICS OF TEAM MEMBERS



- **1,312 active Team Members (TMs)**
  - Gender: 56% Male / 44% Female
  - Minority: Black (29%), Asian (21%), Hispanic/ Latino (8%), Other Non-Caucasian (5%)
  - 907 Full Time (69%) / 405 Part-Time (31%)
- **750 of 1,312 active TMs have a residential address in Philadelphia (57%)**
  - Gender: 53% Male / 46% Female / 1% Non-Binary
  - Minority: Black (37%), Asian (23%), Hispanic/ Latino (9%), Other Non-Caucasian (5%)
- **106 of 750 Philadelphians are in a Leadership Role**
  - Gender: 58% Male / 42% Female
  - Minority: Black (27%), Asian (25%), Hispanic/ Latino (7%), Other Non-Caucasian (2%)





# TEAM MEMBER BENEFITS

## HEALTH & WELLNESS

- Competitive Medical, Dental and Vision Plans
- Benefits package for Part Time Team Members
- Prescription Coverage
- Smoking Cessation Program
- Gym Membership Credit
- Live! Wellness Program
- Virtual Care Options: Health Reimbursement & Flexible Spending Account
- Team Member Assistance Program

## OPPORTUNITY

- Tuition Reimbursement
- Live! Leadership and Professional Development Classes
- Mentor Program
- Dealer School
- Management Development Program
- Career Pathways
- Focus on Internal Mobility, Growth, and Advancement
- Free Legal Advice
- Free In-Person or Virtual Counseling Services

## FINANCIAL SECURITY

- 401K with Company Match
- Competitive Pay Package
- Free Life Insurance
- Free Short Term & Long Term Disability
- Free Financial Counseling
- Free Uniforms
- Free Food & Discounted Meals
- Performance Bonuses

## CUSTOM PERKS & BENEFITS

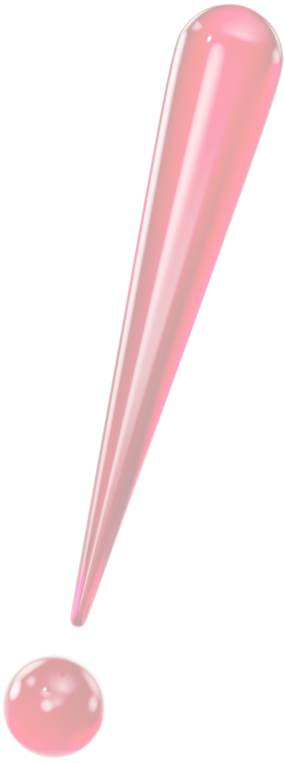
- Rewards & Recognition Programs
- Live! Hotel, Food & Beverage, and Entertainment Discounts
- Paid Time Off
- Sick Leave
- Citizens Bank Park Stadium Store Discount
- Xfinity Live! Discount
- Live! Exclusive Perk Discount Program
- Discounts on Auto and Pet Insurance



# SUNSHINE FUND



- **Purpose:** To financially assist Team Members in times of hardship
- The Sunshine Fund is funded through 15+ yearly Team Member Fundraisers including:
  - Themed Bake Sales
  - Custom Sports Jerseys
  - Summer Carnival Games
  - Live! Lanyards and Swag
  - Holiday Raffles
  - And so many more!!





# SUNSHINE FUND







# OUR COMMUNITY





# \$5M+ IN DONATIONS SINCE OPENING

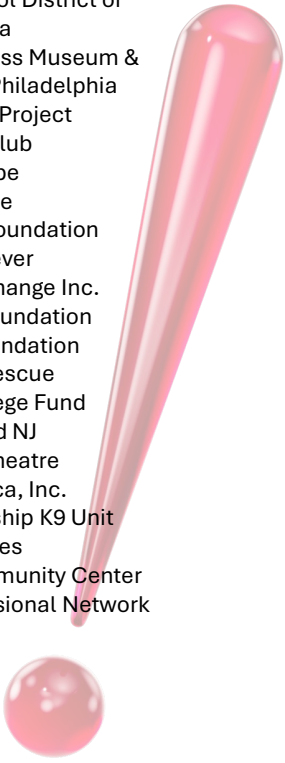
1st District Police Advisory Council  
15th District Police Advisory Council  
1492 Society  
ACHIEVEability  
Admin Awards  
African American Chamber of PA, NJ and DE  
African American Museum  
ALA  
Aleshire, Holmes and Wurst Scholarship  
Fund  
Alex's Lemonade Stand  
Alzheimer's Association  
American Cancer Society  
American Heart Association  
American Red Cross  
American Swedish Historical Museum  
Arc of Atlantic County  
Asian American Chamber of Philadelphia  
aspireLIFE  
Atlantic County Charities  
Avenue of the Arts  
Barbara Colameco Cancer Transportation  
Fund  
Battleship New Jersey  
Be The Match  
Bethesda Project  
Bio Buzz  
Bishop McHugh Regional Catholic School  
Bold Hope  
Boys & Girls Clubs of Philadelphia  
Brave Little Hearts  
Brian Dawkins Impact Foundation  
Bridesburg Memorial Day Parade  
Broad Street Ministry  
Brookline Labrador Retrieve Rescue  
Burke Playground  
Camp Out For Hunger  
Cancer Support Community of Greater  
Philadelphia  
Cannonball Kids' Cancer  
Capital Health System Foundation  
Caring People Alliance

Casey Cares Foundation  
Castle of Dreams Animal Rescue  
CEO Group  
Change Our Future  
CHOP - Children's Hospital of Philadelphia  
Chosen League  
Colon Cancer Coalition  
Connect Thru Cancer  
CORA Services  
Cornell Lacrosse Alumni  
Crohn's & Colitis Foundation  
Cumberland County Guidance Center  
Cupid's Charity Run  
CWA Local 13000  
Darren Daulton Foundation  
Deaf Poker Tour  
Delaware Valley Legacy Fund  
Doberman Pinscher Rescue of PA  
DVYAA / Del. Val. Youth Athletic Assoc.  
Ed Snider Youth Hockey Foundation  
EDA Contractors  
Emmanuel Cancer Foundation  
Families Behind the Badge Children's  
Foundation  
Federation of Black & Minority Businesses  
Fight for Firefighters Foundation  
Food Connect  
Fore the Troops  
Four Chaplains Memorial Foundation  
Fox Chase Cancer Center  
Friends of Burlington County Animal Shelter  
Friends of Father Judge  
Friends of FDR Park  
FringeArts  
Garces Family Foundation  
Gilbane Cares  
Girls on the Run  
Golf 4 Bohring-Opitz  
Greater Philadelphia Chamber of Commerce  
Greater Philadelphia Gay Officers Action  
League  
Greater Philadelphia Hispanic Chamber

Greater Philadelphia Hotel Association  
Headstrong Foundation  
Hedgerow Theatre Company  
Holocaust Awareness Museum & Education  
Center  
Hoop Dream Live Learn Hoop  
I-LEAD  
Independence Business Alliance  
Independence Visitor Center  
Ivins Outreach Center  
Jim Arrow Memorial Golf Tournament  
Joe Hand Boxing Gym Foundation  
Juneteenth Family  
Kids Smiles  
Knights of Columbus  
Law Enforcement Memorial Run  
Le Meridien Philadelphia  
Leadership Philadelphia  
Legacy Treatment Services  
Leukemia & Lymphoma Society  
Lisa's Army  
Little Smiles of PA  
LiveUp Programs  
Lucky You Animal Rescue  
Make A Wish  
Mangum Foundation  
March of Dimes  
Margate Education Foundation  
Marine Corps Law Enforcement Foundation  
Maris Grove Senior Care  
Menzfit  
Men of Faith  
Merakey Foundation  
MPIPHL  
Mummers - Fancy Brigade  
Mummers - String Bands  
Mural Arts Philadelphia  
NAACP of Philadelphia  
National Admin Awards  
National Medal of Honor  
National Multiple Sclerosis Foundation  
National Night Out

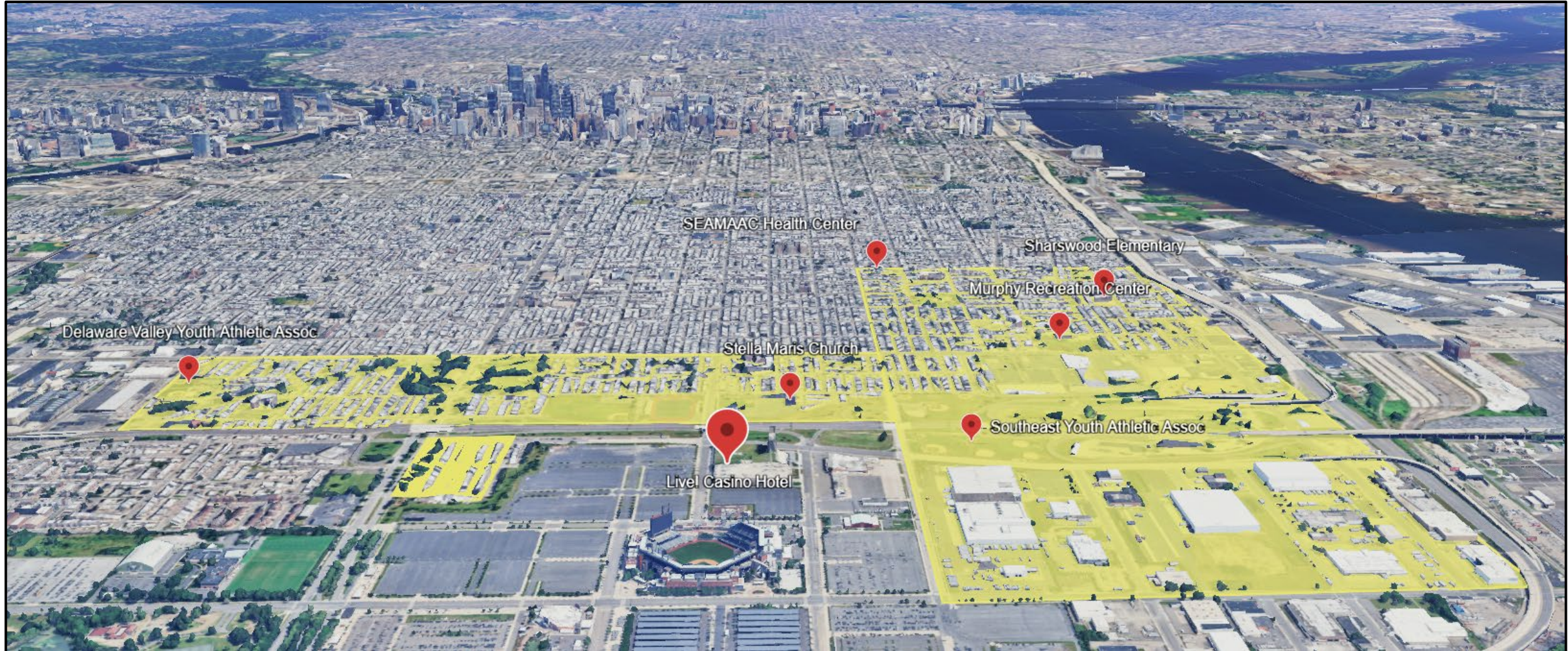
No Bully'N Me  
Office of the Philadelphia Sheriff  
Otho David Scholarship Foundation  
Paoli Hospital Auxiliary  
Parkinsons Foundation  
PAWS - Philadelphia Animal Welfare Society  
Pennsylvania Restaurant & Lodging Assoc.  
Pennsylvania Juneteenth Initiative  
Pennsylvania SPCA  
Pennsylvania United Chinese Coalition  
Phi Beta Sigma Foundation Inc. Nu Sigma  
Chapter  
Philabundance  
Philadelphia Convention & Visitors Bureau  
Philadelphia FOP Lodge #5  
Philadelphia Police Foundation  
Philadelphia Police SWAT  
Philadelphia Sports Hall of Fame  
Philadelphia Vietnam Vets Memorial Fund  
Philadoptables  
Phillies Charities  
Philly Student Doctors  
Pioneer FOP Lodge 37  
Police Athletic League - PAL  
Project Hope  
Quaker City String Band  
Rebuild PHL  
Rocky Run Fire Company  
Ron Jaworski Foundation / Jaws Youth  
Playbook  
Ronald McDonald House Charities of  
Philadelphia Region  
Salvation of Sorrows / Haircuts 4 the  
Homeless  
San Salvador Council #283 Knights of  
Columbus  
SEAMACC  
Second Chances  
Self(ish) Philly  
Sharing Excess  
Sixers Youth Foundation  
Society of Young Korean Americans

Somerton Youth Organization  
South Jersey Young Professionals  
Association  
South Philadelphia Business Association  
South Philadelphia Lions Club  
South Philadelphia String Band  
Southern NJ Buffalo Soldiers  
SpArc Philadelphia  
Special Olympics New Jersey  
St. James Regional  
St. John of God Community Services  
St. Jude's Children's Hospital  
Stella Maris Catholic Church  
Sunshine Foundation  
Tabor Services  
Temple University STHM  
The Arc of Atlantic County  
The Fund for the School District of  
Philadelphia  
The Holocaust Awareness Museum &  
Education Center of Philadelphia  
The Philadelphia Project  
The Walnut Club  
The Wardrobe  
Theatre Exile  
Thomas & Woods Foundation  
Together Forever  
Together We Can Change Inc.  
Trauma Survivor Foundation  
Travis Manion Foundation  
Trenton Cats Rescue  
United Negro College Fund  
USO of PA and NJ  
Walnut Street Theatre  
Welcome America, Inc.  
West Deptford Township K9 Unit  
Wigs & Wishes  
William Way LGBT Community Center  
Young Caribbean Professional Network





# CBA PARTNERSHIP





# \$3.78M COMMUNITY BENEFITS FUND

- Grants awarded/ paid to date: \$1,996,390
- Available funds to date: \$1,780,761

COMMUNITY IMPROVEMENTS	COMMUNITY CELEBRATIONS	EDUCATION	COMMUNITY SAFETY
<ul style="list-style-type: none"><li>• Murphy Rec Center Transformation</li><li>• Youth Baseball Development Program</li><li>• DVYAA/ SEYAA Field Upgrades and Equipment</li><li>• Burke Playground Improvements</li><li>• Football Equipment</li></ul>	<ul style="list-style-type: none"><li>• Mummers Parades</li><li>• Turkey Drives</li><li>• Yo Philly Phestival</li><li>• Burke Community Days</li><li>• Vernice Bradley Community Day</li></ul>	<ul style="list-style-type: none"><li>• Elementary School Field Trips</li><li>• Science Lab Furniture &amp; Fixtures</li></ul>	<ul style="list-style-type: none"><li>• Neighborhood Camera Installations</li><li>• SEAMAAC Community Center</li></ul>





# COMMUNITY SERVICE





# PROPERTY AWARDS



## STRICTLY SLOTS MAGAZINE

- 2024 WINNER OF BEST OVERALL CASINO AND BEST SLOT CLUB
- 2023 WINNER OF 18 BEST OF SLOTS AWARDS: BEST OVERALL CASINO AND BEST SLOT CLUB



## PHILADELPHIA BUSINESS JOURNAL

- 2025 PARTNERS IN PHILANTHROPY (WITH TOGETHER WE CAN CHANGE)
- 2024 PARTNERS IN PHILANTHROPY (WITH REBUILD)
- 2023 PARTNERS IN PHILANTHROPY (WITH PHILABUNDANCE)



## USA TODAY

- 2024, 2023, 2022 – TOP 5 PLAYERS CLUB
- 2024, 2023, 2022 – TOP 10 FOR BEST CASINO RESTAURANT (THE PRIME RIB)



## CASINO PLAYER MAGAZINE

- 2024 WINNER OF 26 BEST OF GAMING AWARDS: BEST CASINO IN PA AND BEST OVERALL GAMING RESORT



## THE PHILADELPHIA INQUIRER

- 2024 WINNER OF 5 AWARDS INCLUDING BEST CASINO



## PENNSYLVANIA RESTAURANT & LODGING ASSOCIATION

- 2024 WINNER OF THE WILMER S. LAPP COMMUNITY SERVICE AWARD



## TRIPADVISOR

- 2024, 2023 – TRAVELERS' CHOICE AWARD
- 2022 – HOTTEST NEW HOTEL

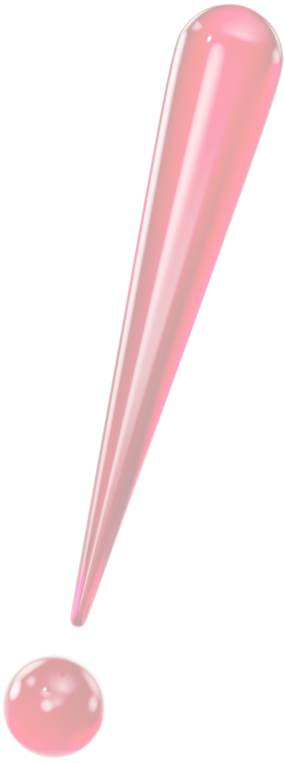


# VENDOR SPEND

Diversity Spend *	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
Total Spend	191,218,010	50,817,674	52,239,254	51,561,625	42,103,221
LBE	116,876,169	21,486,249	21,002,126	17,831,649	14,187,866
MBE/WBE	90,201,282	17,751,282	16,963,060	11,956,211	10,601,482

*\*fiscal year. Includes Construction. Data through FY23/24 as reported by PGCB*

- Live! Philadelphia meets with vendors on a quarterly schedule
- The Purchasing and Warehouse Team attend Diversity Supplier Fairs throughout the city
  - Independence Business Alliance - Diversity Day & Matchmaker Event
  - African-American Chamber of Commerce - Doing business with casinos
  - Chamber of Commerce for Greater Philadelphia - Diverse Network Reception
  - Independence Business Alliance - Business Leaders Luncheon
- Continual bid process to include all vendors, including Diversity into different categories of spend
- Internal reporting that identifies Diversity spend by quarter to detect trends





# \$451M IN GAMING TAXES

Gaming Taxes *	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
Slot Tax	29,052,737	59,324,182	63,753,522	69,956,045	67,624,888
Table Games Tax	6,271,571	15,981,178	16,839,322	17,981,509	16,219,027
Sports Wagering Tax	871,379	1,366,620	2,894,278	2,279,231	7,143,770
Online Slot Tax	2,207,179	11,350,609	16,610,897	17,638,964	21,157,209
Online Table Tax	62,334	744,418	826,653	1,169,351	1,635,192
<b>Total Gaming Tax</b>	<b>38,465,200</b>	<b>88,767,007</b>	<b>100,924,716</b>	<b>109,025,100</b>	<b>113,780,086</b>

*\*fiscal year. As reported by the PGCB. 24/25 figures are through June 2025*







THANK YOU

