COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: WASHINGTON TROTTING ASSOCIATION - PETITION TO

CHANGE THE GAMING FLOOR PLAN

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PUBLIC HEARING

BEFORE: GREGORY C. FAJT, CHAIRMAN

Raymond S. Angeli, James B. Ginty,

Keith R. McCall, Anthony C. Moscato,

Gary A. Sojka, Kenneth I. Trujillo; Members

Christopher Craig, Representing Robert M.

McCord, State Treasurer

Robert Coyne, Representing Daniel P.

Meuser, Secretary of Revenue

Daniel Tufano, Representing George Greig,

Secretary of Agriculture

HEARING: Thursday, April 28, 2011

11:25 a.m.

LOCATION: Hearing Room One

North Office Building

401 North Street

Harrisburg, PA 17120

WITNESSES: Sean Sullivan, William (Bill) Paulos

Reporter: Cynthia Piro Simpson

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Association. With me today is William Paulos, the Principal of Cannery Casino Resorts and President of Washington Trotting Association, Sean Sullivan, general manager and vice president of WTA, and Lance Young, the director of Table Games at WTA.

We are pleased to be here before the Board to present the renovation plan for WTA's gaming floor. This will provide significant enhancements to the floor and the facility in general. WTA developed the revisions to the floor after extensive research into customer's demands and wants. The research included focus group discussions with patrons, discussions with employees and the horsemen, review of WTA's facilities at its competitors, and review of slot machine utilization.

After the extended research, it was determined that enhancements to the floor were necessary, and WTA proposed a significant capital expenditure to do just that. This expenditure will enhance the facility and make it more profitable.

While the enhancements do include a reduction in slot machines, as you will see, this is for business reasons. Further, WTA will provide you with information today regarding future plans for its facility. With that, I'd like to turn it over to Sean

Sullivan to explain the floor renovation.

MR. SULLIVAN:

Thank you, Commissioners. Just quickly, for description, just a quick summary of our idea and our proposal. Our proposal is to indeed reduce 189 slot machines, so we would go from 3,506 currently to 3,317. The main reasons, as touched on by Marie, are better utilization of the casino floor to maximize gaming revenues and to improve the experience for our quests.

We determined the 189 for a number of reason, one being utilization. And here we just put a couple of the highlights that we see day in and day out, and these figures are focused on our busiest periods, our summer season, if you will.

Our highest utilization during our peak hours, which is generally reserved for Friday and Saturdays, is 51 percent on Fridays and around about 60 percent on Saturdays. Even after we reduce 189 games, we're barely inching that up to 54 percent on Fridays and 63 percent on Saturdays. So, during our busy, typical weekend period in our busiest season, summer, one could say that there's 1,234 machines still available for our guests to select, which we believe is a strong component of our variety of

experience.

On the next page, we present a quick chart that gives you some of the business indicators, if you will, that we look at each and every day, we understand, and that is in support of our request. First off, is the Meadows indeed is the largest slot machine floor in the Commonwealth.

We have 3,506 machines. This is an average, so we maybe have one down for maintenance and so on, but 3,505. We rank number five in GTR at \$120,000,000, and we rank number nine, just up from the bottom, in the win per unit at \$190.

Typically, when we look at this, we talk about fair share. We talk about how is our equipment share and how is our revenue share?

Okay. Just an example, 13 percent of the equipment is on the Meadows floor. Ten percent, ten and a half percent of the revenue is on the Meadows floor. So that would suggest that there's a bit of a supply and demand issue.

If you went down one rung and just did a quick calculation, you'd see that the Parks --- very similar number of slot machines, approximately 13 percent, but their revenue is 16 percent. So they're actually performing above their share of equipment.

And that's a positive indicator. That's a good sign in the business.

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The Sands is probably right at 100 percent fair share. They have 11 percent of the equipment, and they have 11 percent of the revenue. I didn't go down the list, but just to show you, we would like to be in a position where at a minimum, we were fair share. We won't get there by this move, but it is a business indicator that tells us we have plenty of equipment currently available.

Our next slide is taking those machines 11 12 out. We don't change the landscape much at all. We're still number two in the most machines category 1.3 with 13 --- 3,317. Our ranking at number five is 14 15 unchanged. We assume that it will be --- break even or better, and we'd like to believe, and we do believe 16 17 substantially, that this won't hurt revenues. don't change our ranking. Even though it goes up to 18 \$201 per unit, we're still in ninth place. So, 19 20 there's not a wholesale change here in these indicators. 21

Next, we show you that we've done this before. We've been here before. We've made changes recently. We've reduced our slot machine count and our revenues have gone up. This is a quick comparison

of the first quarter of 2010 against the first quarter of 2011, and it does show \$57,000,000 last year, \$61,000,000 this year, so up \$4,000,000, up 7.4 percent.

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Slot machines in this snapshot shows a reduction of 192. So, we reduced our machines 5.2 percent. Revenues went up 7.4 percent. And the revenue that came along with that increased 13 percent, so we've done that. We said we would do it last time. Here it is, and that's a quick snapshot.

Talking specifically about what we plan to do in the enhancement --- and again, it's based on what Marie touched on, talking to guests, talking to employees, talking to the horsemen, talking to everybody we could to learn more about how can the Meadows improve the gaming experience?

And just quickly, we paid particular attention on the better-betters. If you will, there's light betters, moderate betters and heavy betters.

This conversation is about all of that, but it also focuses quite intently on the better-betters, the higher category. And those are the ones that create the most revenue for our partnership for the Commonwealth.

Number one, we want to create a dedicated

1 VIP lounge for our slot high-limit value --2 high-value players. We've moved around a couple
3 things. Currently, our high limit area has table
4 games in it.

The customers spoke loud and clear. They don't want anything in there but a place to get away from the floor, relax, have a beverage, have some small plate foods, enjoy the atmosphere and take a break. So, we want to get back to making our VIP lounge 100 percent dedicated to our high value players, particularly in slots.

Next we want to relocate our clubhouse.

Our clubhouse --- and I'll jump ahead one slide.

Hopefully, you can see this. In the bottom right-hand corner is where our current clubhouse is. Our clubhouse is reserved for our top stats players, gold and platinum players.

So in the bottom right-hand corner, currently --- even though there's a table game design there, currently our clubhouse is there. That's where our better-betters go. If they want to go to the lounge and get away and take a break, and I'm talking --- they got to traverse the floor, and trust me, it's a large floor, all the way to the top left corner.

We think that's a disconnect. Our

players have told us without a shadow of a doubt, that's a disconnect. So, ultimately, we want to relocate the bottom right-hand corner clubhouse to the top, the left-hand, page center, right below Adios Lounge in the top left-hand corner.

So, now we have, if you will, a trifecta behavior up there, where our clubhouse, which we'll talk about briefly, affords us great customer service and experiences for our platinum and gold players. We have the Adios Lounge in the corner up there, which affords that drink and food and beverage and watching the Penguins and the Pirates and everybody else in the center, in the top left here.

The right, just quickly, up there in that trifecta, is our current high limit slot area. That's where our high denom games are, \$100 games, \$5 games, \$20 games.

So, now we have our slot centric
behaviors up on the left. It affords us a great
opportunity to treat our guests as good as anybody
can. And to us it's all about minutes, the five
minutes, ten minutes they'd waste crossing the floor
to that far corner is lost revenue for every one of
us. Now, they can step into the restroom, they can
step up to the cage, they can step up to the Adios

Lounge and do it all relatively virtually in the top left-hand corner.

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And just quickly, the bottom right-hand corner, which is our clubhouse, now becomes our high-limit dedicated table games area. We've absolutely got a voice for that. We had a great month last month, as you've seen, because we're making high end rolls with these high players.

And they're very particular. They don't want to be in an Adios Lounge where there's slot players around. They don't want to be in the middle of the floor. They want some privacy. We have a number of notable, well-known gamblers that come in. They want to have their own experience, and they want to be protected from the general public.

The very small square, just about center, towards the top, is another byproduct that we learned in our experiences with guests, and that is, how can we get the horse experience, the horseracing experience, up to the casino level? Right now, everybody has to go downstairs, and again, disconnect.

So, we heard loud and clear, show us the racing in the Terrace Café. Show it in Bistecca, in the steakhouse. Show it in the casino. And by the way, make it convenient for us to bet. Make it

convenient for us to step over to the window. that's an addition to this improvement plan, if you will, to enhance the overall experience at the Meadows.

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I think we touched on those table games --- would go from what we consider our current private-ish experience in the Audios from four tables to the more dedicated table area in the bottom right, to 11 tables. And as I mentioned, a race window adjacent to the satellite cage. And again, trying to provide optimum quest experience.

In addition, the plan was conceived with the following thoughts in our mind. And admittedly, when we put this plan together, nobody knew Nemacolin's fate, if you will. It's been decided. Ιt actually adds credence to our position. We know Ohio's coming. It's been coming. We know it's soon to be here. So, these are other --- and in my opinion, Nemacolin, especially, with its appeal to higher end players. We have to step up our game on our high end play.

So, having that left corner up there and 23 having that distinct table game experience really helps us compete with the competitive landscape. those things were taken into consideration.

and most importantly, we'll shift --and we got the letters of support, although they're
difficult to read here. But like, the MSOA and the
Harness Commission, we sat with them and discussed it
intently and are excited about the idea of having
racing exposure up on the casino floor, exhibited at
the steakhouse, at the coffee shop. So, the
partnership is improving and getting stronger. And
they are here to show you that they're onboard with
this.

A quick look at the clubhouse, the new clubhouse. You saw the location. I just want to point out that this gives us the opportunity for gold and platinum club members to be treated exclusively. We can give them service that's above the average out on the floor. We'd never want to say we're providing bad service, but we surely want to accentuate service in this area.

We also can tie in individual promotions within the walls of red --- that red line. They will be competing for sub-promotions within promotions.

So, it's really the opportunity, for example, that a little motorcycle, a Harley-Davidson, maybe, on that promotional platform. These will be the only people there.

And it's funny. Bill mentioned to me, once he was on the airplane with somebody. What are you doing for the platinum players? What are you doing for us separate? I don't want to be in a promotion with 35,000 people. I want to be in a promotion with my fellow platinum members.

This card's held out extremely well, to play only against fellow cardholders. So, that's a good experience and very loud and clear in our discussions.

He reads fast. Table games. This is that table game, again, in place of the current clubhouse location. But it would be a dedicated room. Our current clubhouse is open air, if you will. This will be an enclosed area. It's not private by any means. Anybody can go in there if they play at that level, if they wager at those limits. But it is exclusive.

And what we do want to build in here --and you can see in the --- maybe not, but on the left
side we're building a bathroom, visitor restrooms.

We're building a cage. There's already a bar, a
horseshoe in the middle of the room, so, we're really
bringing that totally dedicated, high end experience
to our best table game players. And they're a

1 meaningful contribution to our table games revenues and our overall revenues.

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So, we didn't just say, let's make more slot revenues. We said, let's make more revenues across the board.

And then a unique idea here, there's a little separate red line on the right side of this room. We have a smaller room, private room, if you will, exclusive room within the exclusive room. that's where the real notable people --- I can't say their names. But there's people that come in there that everybody recognizes. Now, they can just sneak into a smaller setting and be treated as they require, which is protected from even other high rollers, if you will.

So, this is our --- in the table games area. Again, those are what we have committed, now 4 tables to 11 tables. And we think that's absolutely the right direction.

Even in the table games world, we're still at the bottom end of the spectrum. We're at 51 tables now. We'd go up to 58, so not a demonstrative change there, but finessing, if you will, of the components and experiences we can provide for our best betters. Next, I'd like to turn it over to Bill for a moment, and he can talk briefly about the \$25,000,000 that we also have up our sleeve.

MR. PAULOS:

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Okay. Is this one on here?

CHAIRMAN:

No, but I ---.

MR. PAULOS:

Good morning. Wonderful to get here this morning with cancelled flights, driving through the 10 rain, tornados and whatever. And you had a tough time here today, too, so I understand. But I know today 12 there are some skeptics here that think we have ulterior motives for this request, people who believe that we are trying to just cut costs or dilute our tax bite. I've come here today personally to show you that that couldn't be further from the truth.

Actually, it's the opposite. We are about to embark on some major enhancements, not only but for the Meadows, but also for Washington County and the Commonwealth, our partners.

As you may know, we are in the midst of a refinancing. Proceeds from that refinancing will be used, with your permission, of course, to construct a 1,300 car parking garage and a 20,000 square foot multipurpose center that will be used for meetings,

concerts, and major dinner events. Approximately the cost of \$25,000,000, that we want to reinvest into the Meadows.

Can we go to the next slide? And you can see the parking garage is on the north side of the casino, connecting in the red delineation. In the green delineation is the multipurpose room that will seat 1,000 for concerts.

Right now you may all know that we do concerts out on the racetrack during the summer months, of which we will have another summer series this year. And this time we --- so, by using the multipurpose room, that we can fit 1,000 to 1,200 people in, we'll be able to do it year round. So, we're pretty excited about that.

We also are about to close on 22 acres of land contiguous to our property, extending our racetrack frontage --- racetrack road frontage to over 1,600 feet. I can see it right down there on the south --- southwest corner of our property.

Temporarily, it'll be used for parking while we build the garage. However, we are in the process of talking to a number of top developers regarding a mixed use hotel retail development for that property.

Why do we want to do this? Simply

because we are trying to create even more demand at our facility than is there today. To our focus group, the increased competition coming from Nemacolin and Ohio and the analysis we do every day on every second of our business, we have determined that we must better our product. We would like nothing better than to come back to you after all of this is accomplished and ask you for an expansion of the Meadows Casino.

Seven years ago I stood before this esteemed body and listened as I was told that the project we proposed was not financially viable. Well, with an investment of over a half a billion dollars and using the experience and expertise we've acquired over the last 40 years, it is a very viable project.

And we only want to make it better.

We made many promises on what we would do and how we would do it. We have kept them, every one. Why? For the betterment of our partnership. And that is what --- why we are here today with this request, to make the Meadows better, to make more revenue for our partnership. Thank you very much.

ATTORNEY JONES:

Thank you. That concludes our initial presentation.

CHAIRMAN:

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Thank you. OEC?

ATTORNEY CREANY:

Thank you, Commissioner --- Mr. Fajt.

Barry Creany for the OEC. I do have a problem for

Sean because it's more on the proposed gaming floor

change. Certainly, I'd ask you --- in your petition

and to some degree today, you've been talking about

peak utilizations.

And could you give me an idea what it is that goes into how you determine a peak utilization?

And what I'm looking for is more or less what times, and if it's a machine being used in that time, what frequency? Do you need to, you know, pull a handle or do you need to play the machine once, twice, or is it something you're going, like, the full hour or do you calculate that?

MR. PAULOS:

It is a body per machine per hour; okay, during the period of 8:00 to 10:00 on a Friday and Saturday night during the summer months, which is our highest peak period. So, the highest utilization with the maximum amount of machines ever used is approximately, right now, 2,800 machines; okay. That's the highest number.

Now, if we go back, increase our

utilization, we're still saying that there'll be 1,230 machines available for people to play, empty machines. So, these are actual bodies in front of the machines, actually playing.

ATTORNEY CREANY:

And are you meaning for the entire hour or just if they're there for 15 minutes?

MR. PAULOS:

If they're there for 15 minutes during the poling period --- we polled every 15 minutes --- they will be counted, yes.

ATTORNEY CREANY:

Okay. We had a petition before the Board back in spring of 2010, which I think was ultimately approved April 7th or so of 2010. And at that time we were talking about what it is that you're really trying to target with your business as far as the utilization.

And Mr. Paulos, I'm not sure if I had this conversation with you or with Attorney Jones or Sean at the time, but we were looking at that 60 percent range you were saying right now. We had a conversation about what was the industry's peak? What do you want to see from your standpoint of how much utilization is really the right, if not the maximum,

the sweet spot that you'd like to see?

MR. PAULOS:

Quite frankly, we build these properties, okay, for holidays and Friday from 6:00 p.m. and Sunday to 6:00 p.m. That's it. We really don't want to get over an 80 percent occupancy rate, utilization rate.

You know, obviously, if we did --- okay;

9 that's a high-class problem. And if you have a

10 high-class problem, you have it on very rare

11 occasions, but the optimum or the --- really the

12 maximum is 80 percent, because then people are

13 spending too much time looking for the machine that

14 they want.

ATTORNEY CREANY:

That's precisely the conversation that we had either at the hearing room or in pre-hearing discussions. Eighty (80) percent was an industry --- from the customer's viewpoint, from this person that's going to play the slots, maybe likes one game or the other. What do you think is their optimum?

You said you don't want to have them searching all over, so maybe there is a point --- and you said you built these for the, you know, the peak times. What do you think from the customers

perspective is ---?

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MR. PAULOS:

3 From the customer's perspective, 80 percent, they still have --- as long as you --- again, you're talking about numbers. You know, if you're talking about a casino with 500 slot machines; okay, 80 percent utilization, you don't have --- you know, if you don't have a lot of slot --- empty slot machines. When you're talking about a facility that 10 has 3,000 machines more, 80 percent still has a lot of slot machines available to play. But we also divide 11 our floor in clusters, specifically so people can find 12 the machine that they'd like to find, that they'd like 13 14 to play.

ATTORNEY CREANY:

With respect to the interplay between slots and table games, that's really why we're here today. We're here --- just to be clear for the record, the OEC did not object to the petition but asked the Board for a hearing on the matter so we could go into these issues to go into a decision where there may be a reduction.

But just to go to the point of why that's an issue under the Gaming Act, WTA filed its petition for table games back in February 26th of 2010, prior

that --- that you had filed a petition for a reduction of your slots on February 22nd, and that is for a reduction of 111 slots. And now we're here a year later, and you want 189 more reduced. Why didn't you do this all at once in 2010? Is there something between now and then you've learned about market demand that has brought you to the conclusion that this is the appropriate reduction at this time?

MR. PAULOS:

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10 Well, actually, it's the clarity of the floor, the clarity of the demands that our customers 11 want. We spent \$100,000 doing focus groups over the 12 last six months, asking people what they like. You 13 14 know, we've had increased competition from the Rivers. 15 We've had Nemacolin now been approved, and we have Ohio coming. We want to get ahead of the curve, not 16 17 behind it. So, that's why we're going through this exercise and trying to maximize the efficiency of our 18 floor so we can maximize the revenues and the 19 20 profitability.

ATTORNEY CREANY:

Well, we heard your overall presentation just before this. There was a number of enhancements to the floor, the racing windows, moving a couple things around to accommodate what you wanted for the

needs of your customers. But is there an overarching reason as to why you're wanting a reduction in slots at this time as far as --- you know, is there a specific purpose?

MR. PAULOS:

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The specific purpose is to maximize the utilization of our floor, the utilization of our employees. As a matter of fact, I think we'd gain employees after we do all of this. We don't lose employees; okay? This is not a cost saving scenario. It is how we more efficiently service the customers that we have. Now, if you take a look now, although we build these places, okay, for Friday at 6:00 ---

ATTORNEY CREANY:

Uh-huh (yes).

MR. PAULOS:

17 --- to Sunday at 6:00, we operate 24/7.

18 So, when you have a --- and I don't know if you've 19 walked our casino.

ATTORNEY CREANY:

Uh-huh (yes).

MR. PAULOS:

Thank you. We appreciate that. 24 very large casino, so when you're servicing a customer 25 or customers on Tuesday night, okay, when your

customer count may only be 800, 900 at a time and they're spread out all over this casino, it is much more difficult to provide them service. There's no question about that.

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So as we noted in the presentation, which speaks loudly, okay, to the overabundance of slot machines, because when we reduce those slot machines, we still stay ninth place at wins per unit, which speaks loudly to the fact that we have more units than, quite frankly, we need. Okay. And by increasing the service standards, okay, we believe, as we did previously, we'll increase our revenue. promise you, we're not in a business to go backwards.

ATTORNEY CREANY:

With the 189 slots that you're requesting the approval to reduce, what criteria is used to select those machines?

MR. PAULOS:

We'd use a criteria where our --- it is a very interesting --- it's a very interesting dynamic, 21 because you can move a machine that is a low performer to a different location and then get a high performer. So, what we've done is we've said, okay, we'll take the bottom 189 performers. We'll take them off the floor, okay, with FIU ---

ATTORNEY CREANY:

Yeah, yeah.

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MR. PAULOS:

--- FIU's agreement.

ATTORNEY CREANY:

Uh-huh (yes).

MR. PAULOS:

Whatever they agree with, we're Okay. happy, we're happy. We'll take those machines off the floor and then we'll adjust accordingly as, you know, as we see. But when you say, I can take a machine 12 from the center of a bank, move it to an end of the bank and create 100 more wins per unit a day, unfortunately, there's just so many ends of banks that you have.

ATTORNEY CREANY:

So there's the question, are the machines inherently out of bat, or you know, they have phases? Or is it locations, games, denominations? What kind of factors go into what's a good machine and what's a bad machine?

MR. PAULOS:

All of the above.

ATTORNEY CREANY:

Okay. And to the extent that you pick

189, do you believe that there's any primary factors why they're being under-performers?

MR. PAULOS:

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Again, all of the above. You know, some are just outdated; okay? Some are outdated.

ATTORNEY CREANY:

Uh-huh (yes).

MR. PAULOS:

Some are in locations as --- when you look at our floor, it is so --- it's so large that there are some dead spots. There's absolutely no question. So, what we try to do --- and as we get the right number of machines, okay, we're more able to market those dead spots and make those dead spots even better.

ATTORNEY CREANY:

To your knowledge, of the 189 --- and just for the record, within the last couple days --actually, within the last couple months that we've been going back and forth in the Meadows, they've identified the machines and they've provided the information. At this point, with the 189 that are identified, are you aware whether or not there's been any significant relocations of those machines that may 25 have impacted upon their performance?

MR. SULLIVAN:

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I mean, our floors --- there are There's no doubt about it. But there's dead spots. not such dead spots. Our floor --- when we identified those 189, it's across the floor. There's not the upper left-hand corner that are coming up or the lower right-hand corner. We went and started at the bottom of the list.

151, I believe, are easily identifiable. 10 They're just dogs, you know. Again, as Bill mentioned, there's a number of reasons why they're 11 12 dogs.

It could be there's no RME in that machine anymore, no programs or themes that are current, or it could be a number of things. Location can be one of them. I mean, it's as simple as under an air conditioning unit. You know, customers will tell you, I can't play.

So I mean, there's so many variables that go into this, so --- and trust me, Bill's right, we 21 have 12 people back at corporate digesting and turning and reviewing this stuff every single day. So, 150 I think will come rising to the surface and say, wow, lowest performers.

Then there's some abnormality, because

1 bar top games are generally low performing, but you can't take them out of the bar and leave a hole, you know. Some might be in the middle of the bank. bank might be doing well, but that bank --- that one game might not be what it was.

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So there's about 30 or so of the 189 that won't be at the very, very bottom, but they won't be too far from the very bottom. I think the highest performing one is \$124 or so. And you'll hear Bill talk about it all the time. A third of our floor is always in that dog category, and we're wrestling and we're converting and we're moving, and doing all things we know to bring to this Board to try to increase our performance. Another third is about money, about house average. It's in that zone. okay with that. It's not on fire. We don't have to go be crazy.

Then we have a third that are some top performers. For the same reason the dogs exist, the stars exist. And you know, each machine would have to be discussed in its individual circumstances to identify that.

But one thing's for clear, we're not 24 killing the zone. We're not taking anything out of action. We're swapping some pieces and parts, but

we're not killing a zone.

You know, another thing that's very

clear, we believe this, as Bill touched on, gives us

even better service to all levels of the player

spectrum. We're going to keep the same employees in

slots for sure, servicing less machines. We're

probably going to increase some of our dealers, so

overall, we believe we're lifting the property as a

destination resort entertainment complex. That's why

Bill was talking about the multipurpose center and so

on.

The more people we bring, the better off we are in any other category, food and beverage, slots, everything all combined. And I think one thing's clear. The Commonwealth has observed. With the introduction of table games, slots has improved dramatically.

In my honest opinion, Rivers has shown a very direct correlation to companion play that comes with table games and the energy and excitement. So, we shouldn't treat table games as the stepchild here. It is a component. That's all. And as I mentioned, we're going from 51 to 58, but we don't believe we'll hurt our slot business. In fact, we believe we'll increase our slot business.

ATTORNEY CREANY:

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And I realize that a lot of these 2 3 answers, we're talking about projections. There was a little bit of a track record here, one year as to whether we could expect making the win per unit come up and stabilize or maintaining the same revenues. But where do you see the Meadows going down the road? I see that you're developing a plan of \$25,000,000. But with respect to table games, specifically? 10 at 51 and we've added 7. We're at 58. Do you see 11 that growing? Do you see slots needing further 12 reductions? Where will we be in a year?

MR. PAULOS:

Nemacolin will take from us, and I cannot say what kind of business Ohio will take from us. I don't think either one a lot, to be honest with you, because of the improvements we'll make to our facility. I mean, we're spending half --- half of what Nemacolin was spending on an entire casino for a parking garage and a multipurpose room; okay?

So what we're doing is continue to feed people into the slot machines; okay. Those 300 cars aren't for high end table games. They're for slot players, not the high end table group.

The increase in table games, okay, are
not taking away from the slot players that are playing
today; okay? That square footage is not taking --those machines, that square footage, is not being
tutilized. So, in fact, okay, as a partner, okay, my
suggestion and our suggestion at this is so both of us
make more money.

ATTORNEY CREANY:

That's what you're in business for.

MR. PAULOS:

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Absolutely.

ATTORNEY CREANY:

With respect to this reduction in cost, you talked about different things. Table games, you're going to have to be more labor intensive with more employees and that. And you're saying now you're not going to reduce any employees on the slot end.

MR. PAULOS:

Not one.

ATTORNEY CREANY:

What about the equipment? Is this owned or is this leased equipment that's being removed, the slots?

MR. PAULOS:

It's owned.

ATTORNEY CREANY:

And what do you anticipate the disposition of that, those ---?

MR. PAULOS:

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I don't know what.

MR. SULLIVAN:

Yeah. We'll put it up for sale if indeed we get a ---.

MR. PAULOS:

We'll obviously store some when we change some old equipment out in our Las Vegas properties.

We'll look at that, and then we'll see the disposition of second market --- second marketplace.

ATTORNEY CREANY:

You know, can the enhancements be done without the reduction of the 189 slots? The overall enhancements you're talking about, the gaming floor, the clubhouse relocation?

MR. PAULOS:

No.

ATTORNEY CREANY:

Let's see. With respect to --- at that point, I have no further questions. And we'd like to make just a comment in closing.

CHAIRMAN:

Thank you, Mr. Creany. I assume you have no further presentation, then, either, Mr. Creany; is that right?

ATTORNEY CREANY:

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No, we have no presentation, and we are still --- our Financial Investigation Unit is still looking at the data that they supplied relative to 189 slots that are proposed for reduction if this petition is approved.

CHAIRMAN:

Okay. With that, I will open it for questions. Commissioner Sojka?

MR. SOJKA:

Yes, I have a few. Thank you. First of all, I want to thank you for braving the elements to be here today and for bringing us this interesting proposal. I'm going to suggest that it probably was worth your trouble, and I'm also going to suggest that your presence here will be a benefit to us, because we're going to want to learn some things from your experience and your analysis to help us with an ongoing problem. So, I want to thank you for being here, also, as a resource.

I think I can read some of my colleagues 25 here and their reactions to some of the things you've

shown us. One, we're delighted that you're contemplating additional growth, additional jobs, additional expenditures for the benefit of the citizens of the Commonwealth. That's a plus for us.

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We also are pleased, or at least I am, that you've clearly addressed the issue of the synergy between racing and gaming and that the horsemen are onboard. And I compliment you for moving in that direction and not having to be --- I can use a horse metaphor --- getting whipped into shape; okay? So, I think that's also very good.

I like the marketing concept that you're doing, so all those things, I think, are a plus. But you can tell from the number of questions that Mr. Creany asked, there is this lingering issue. you've described those of us who might have that issue as skeptics. I would take exception to that to some degree and say that we simply are wearing different hats and serving different masters.

The world was relatively easy when 21 Pennsylvania had slot machine gaming only, because we could look at your top line, your bottom line and say it's the same for us. And you do a good job, you run clean games and the better you do, the better we do.

And then a double complication came into

1 the picture, the table games and the different taxing rate and then the distribution of the money in a different way, away from property tax and away from 3 the horsemen and away from some of those other things and into the general fund. So, now there are multiple complications deriving from the legislation, and we have the difficult task of trying to stay focused on what is best for the citizens of the Commonwealth overall, and that could cause us to diverge.

And we keep coming back to this question of the right number of slot machines. Our colleague, 12 Mr. Ginty, has pointed out that, at virtually every meeting now, some operator is in front of us with this issue, and we are grappling, as Mr. Creany was grappling, with trying to find the appropriate benchmarks and the appropriate data to analyze.

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We see ourselves moving, I think, into three kinds of areas, the utilization area, the rank among the other operators and then something else today, the fair share. We focused, first of all, I think, on utilization, and I think we've all been frustrated to some degree.

I think as regulators we're frustrated, and I think as operators you're sometimes frustrated, because there are these issues about what makes a good and bad machine. Location, certainly, software, certainly. And I think there's one other component, and I've made this direct observation by walking around the floors in our Commonwealth. And that is their denomination.

I've seen nights where you have people who --- it's easy to put a utilization saying we're only at 80 percent, and that means there's 20 percent of our machines unoccupied, and that means everybody can play. No, they can't, because a lot of those empty machines are dollar and up machines with multiple lines, and there are people who might want to play them but they know they better not.

And they're lined up to get on the nickel machines and quarter machines and 25-cent machines, the three maximum dollar machines and so on, lower denomination machines. So, that begins to affect what we're thinking about utilization. There are just lots of complications with it.

Then you get to rank and you've made the point that you're in ninth place. And I think that makes a strong argument that we should certainly consider reduction, but how much and to where? If you get off ninth place, guess what, somebody else will be there, and who will we see next week, them; okay?

This is like state saying, gee whiz. 1 2 We've got a medical school and 50 percent of the 3 students graduate in the lower half of their class. We've got to do something about that. Let's put some money in it. And they do, and guess what? They still have 50 percent of the doctors graduating in the lower half of their class. You can't win that game. so, looking at the rank from your perspective is meaningful, but from ours is not. 10 But you've added another datum, and that is the fair share. And I think that, from our 11 12 perspective more than from yours, is something we 13 might want to go to school on. We might start 14 thinking in terms of the total number of slot machines 15 in the Commonwealth of Pennsylvania and are they all in the right places? 16 17 Would you help me by just answering one 18 simple question? If we got all the slots in the right 19 places, would everybody be tied for first place in 2.0 fair share? 21 MR. PAULOS: 22 No. 23 MR. SOJKA:

Why not?

MR. PAULOS:

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Competition.

MR. SOJKA:

Oh, you'd be struggling with each other, but if at that magic moment you were all there, we could turn to the citizens and say, we've worked with these people carefully enough that we think we've got the slot machines distributed optimally.

MR. PAULOS:

I guess it's a larger ---.

MR. SOJKA:

It's theoretical. I'm sorry.

MR. PAULOS:

Well, theoretically, absolutely. I mean, we did this in Las Vegas. I mean, we have customer counts, okay, for all of the local casinos; okay? And it has fair shares. It's called the Wells Report, okay? We can send you one so you can see exactly how they do it. And they do it for table games, they do --- and they have the fair share of the market that each facility has; okay? Now, obviously, because we're next door to one another, the competition is quite ---

MR. SOJKA:

Uh-huh (yes).

MR. PAULOS:

--- is quite fierce. But when you look at the slot market and the utilization, you need to look at three or four different categories and sit down and say, okay. For instance, you have --- in a same competitive area, you have Rivers and you have Meadows. What happened over the last year and a half and how did things change and how did market shares change?

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Because we also took --- but you also have to look at West Virginia, because we took a market share from West Virginia; okay? And so how is 12 all that market now? Now, you're entering into the fray.

Nemacolin. Now, Nemacolin --- we won't get into that discussion, but what Nemacolin --- no, no, it's great. We absolutely agree with your decision and that's fine, and they're a great resort. So I think it's great.

But again, is it going to be by the law, okay, the resort? Or are we going to hand membership cards to all the local folks? Now, all of a sudden, the spirit of the law that I spent a half a billion dollars on has been pierced; okay? And now I have 24 more competitive pressure; okay? Which is okay. But then I have to look --- so, now we're trying to be

proactive and say, how can we best service our 1 2 customer; okay? 3 Now, the interesting thing about utilization now --- and if we look at this particular case, okay, we're saying if we change, maintain the same revenues, we stayed in ninth place; okay, and are still --- we get --- we only move --- we are at \$201 win per unit, and the next guy is \$213. And all I'm saying is I want to beat the next guy. 10 MR. SOJKA: 11 Uh-huh (yes). 12 MR. PAULOS: 13 That's his job. That's how he makes 14 money. 15 MR. SOJKA: 16 And he can do that by not necessarily 17 reducing the number of slot machines there. But in that kind of competition, he's tries to make them more 18 19 attractive ---20 MR. PAULOS:

Right.

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MR. SOJKA:

--- by either location, proper

24 denomination or better software or something.

MR. PAULOS:

Absolutely.

MR. SOJKA:

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Right; better service or whatever.

MR. PAULOS:

And that's what we have to do, but ---.

MR. SOJKA:

And then we'd all win; don't we?

MR. PAULOS:

Exactly. But there is a point where there is an over-saturation. And when we came --and this is, you know, our fault, okay, when we built 12 the Meadows, and we said this when we made our presentation, we were building the Meadows with table games in mind. We were building the square footage for the Meadows.

Now, we could have, and we had the option, of walling off square footage. But that 18 wouldn't be the best case for our partners. Our partners are more interested in how much revenue can 20 we make? And if we, perhaps, overdid it, like we did, okay, maybe we could make more revenue than we 22 thought.

Now, we've certainly made more revenue 24 than the Board thought we would do --- the board thought we would do. And we want to continue to do

that. And I ---

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MR. SOJKA:

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Uh-huh (yes).

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MR. PAULOS:

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dilemma, okay, in the fact that we now have two

--- absolutely understand, okay, your

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different games and we have two different price points

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as far as taxes, okay, and that table games chews up

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square footage. Absolutely understand that; okay?

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And in a facility that did not foresee that and build

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accordingly, that is a major issue.

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MR. SOJKA:

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Again, I want to thank you for being here

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as a reference. For one, I find what you just said

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good food for thought, and I can assure you that in

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the months ahead, we're going to be chewing very hard on this, because our goal is not to be bureaucratic or

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difficult, and certainly not to cut off our noses to

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spite our face.

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regulators, so, we're going to struggle with this, and

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we'll watch very carefully. But you've helped me, at

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least, better understand what the right numbers are.

But we want to be appropriate level

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MR. PAULOS:

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We invite anyone to our corporate

offices. Okay. We have an entire floor dedicated,

okay, to IT and the analysis of every machine in our

company every day. And we're happy to --- for anybody

to come and look at those analyses, see what we do,

how we compile that information, and determine what we

do determine and how and why we move a machine and why

we put clusters.

And as Sean said before, we know there are two things; okay? You have two budgets. Our customers have two budgets. One's a wallet budget, and the other one's a time budget. Well, we know, through our analysis --- we know factually, through our analysis, okay, that the time budget always runs out before the wallet budget; okay?

And I'm not talking --- and I'm talking about someone who has a gaming budget. They're coming with \$30, \$40 to spend. I'm not talking about taking some poor fellow's --- all his money. I'm talking about their budget for their night out; okay? They come to.

We know that it does. So, when we develop our utilization scans and when we develop our floor plans, we develop them --- especially in a casino that is this large, we have to consider all that time. We have found in our company that if we

1 have five minutes more play, okay, from all of our patrons, not one more person coming through the door, okay, we generate \$5,000,000 worth of revenue; okay? Now, that's \$5,000,000 worth of revenue for five minutes.

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We know through our analysis that that player has been in our building for two and a half hours, but they have only played for an hour and a So, what have they been doing for the other half. hour? Well, they've been eating, they've been going to a show, they've been doing this and they've been doing that, and they've been looking for machines; okay?

Now, we have the other --- we have the additional problem on our peak periods; okay? We have an additional problem. As you know, we have 157 acres and we have parking all over the place. So, we've got to make the parking more efficient so our customers are more efficient. That's how deeply we get into these numbers. So, we don't come to you with just off-the-top-of-our-head kind of things.

CHAIRMAN:

Thank you. Commissioner Ginty?

MR. GINTY:

You may have answered the question, but

in pondering the request or particularly for the reduction in slot machines and that --- and we are concerned with the casino, excuse the term, gaming system to take advantage of the lower tax on table games. I'm always wondering whether that is a legitimate concern that we have, and should we have that concern?

MR. PAULOS:

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Well, I know in western Pennsylvania --
I can't speak to any other part. I know that in

western Pennsylvania, table games have been an

additive function for the slot area. I mean, all we

have --- I mean, all we have to do is look at Rivers.

I mean, Rivers was a struggling casino, okay, when it

just had slot machines. When they received table

games, everything changed.

MR. GINTY:

I understand that. But that doesn't answer my question.

MR. PAULOS:

I know.

MR. GINTY:

You know, ---.

MR. PAULOS:

You have to be concerned.

49 1 MR. GINTY: 2 Right. 3 MR. PAULOS: You have to be concerned. 4 5 MR. GINTY: 6 Well, maybe. MR. PAULOS: It would be unfair for me to say not. 8 9 MR. GINTY: Well, you know, let me try something out. 10 You know, if I were you I would be throwing a match 11 and running forward ---12 13 MR. PAULOS: 14 Right. 15 MR. GINTY: --- to your slot and your table games. 16 17 MR. SULLIVAN: 18 They mean the same to us. One has more 19 labor, one had more taxes, but at the day --- end of 20 the day, they're very similar in that regard for 21 profitability. 22

MR. GINTY:

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The other thing is I understand you have two very different classes of customers that --- you 25 know, the people don't --- guys that play, guys that

also play table games, don't spend a lot of time. You raised something that does give me pause, though, if you were space constrained. Then I think that may be more of a ---.

MR. PAULOS:

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There's no questions that's an issue. Ι mean, it just is.

MR. GINTY:

Now, when you were doing this restructuring or before, you know, in a prior life whenever we changed anything, you know, studied to 12 death and more scenarios. And I assume that you had done that, as well, that, you know, you've looked at what your revenues were going to be in slots and increased your --- you'd looked at whether to reduce slots or table game venues. And I assume you've done that?

MR. PAULOS:

Oh, absolutely.

MR. GINTY:

Can you share that with us in any way so that we can get a better understanding of what your dynamics are and ---?

MR. PAULOS:

Well, our dynamics, as it lays out, okay,

is we consider the reconfigurations of before, okay, where we stayed exactly the same in our revenue base, okay, because we have no desire to go backwards; okay?

Now, when we talk about adding the parking garage, now we talk about driving even more customers during those peak periods to fill those machines. They're machine people. That's where this all goes. We're driving more people.

We have --- we're constrained --- it's interesting. We got way too many slot machines at the time frame and too few accessible parking spaces.

I mean, if you want to walk a half mile, but I mean, we have shuttles and do all the right things, but on a Saturday night at seven o'clock, you may be driving 15 minutes looking for a parking space. Very aggravating; okay? So, we get that in place, we're driving more folks into that casino. And they're slot folks.

MR. GINTY:

I have no problem if you have 50, 60 to 70 vehicles. I mean, that's probably a mistake you made some months ago that you should've corrected sooner. But is there anything in particular that we should be looking at in the relationship and in the

dynamic so that we can be assured that casinos that --- that other casinos wouldn't be in gaming places? Is there anything to look for?

MR. PAULOS:

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You continue to look at the utilization --- the utilization of table games, also. Okay. The win per --- you know, the win per table.

MR. GINTY:

Uh-huh (yes).

MR. PAULOS:

And I believe most the facilities now 12 have high limit rooms. The reason we needed a high limit room is our high limit room is in our high limit slot area; okay? And we're combining the two, and it's not being pleasantly accepted by our high end slot players. So, they want it to move. So, we're actually answering the request of our high end slot players who dominate our revenue.

MR. GINTY:

And I'll end just with a comment. 21 mean, we've had a lot of these instances before, and this was clearly a thorough presentation that we've had. And it's at least helping me understand the dynamics that are going on and making me feel more comfortable in my decisions. Thank you.

MR. PAULOS:

2 Well, thank you very much. We appreciate 3 that.

CHAIRMAN:

Commissioner Moscato?

MR. MOSCATO:

Thank you, Mr. Chairman. Just one quick comment, and one quick question. As my fellow Commissioner said, I do appreciate the information that you've given me. Being the freshest of the fresh on this Board, I really do appreciate it. My question is, do you anticipate having done all of your analysis and all your studies, coming back to us in the future time and asking for a further reduction?

MR. PAULOS:

Now, we don't.

MR. MOSCATO:

Thank you very much. Thank you, Mr.

19 Chairman.

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CHAIRMAN:

Commissioner Trujillo?

MR. TRUJILLO:

I think briefly --- I also thank you for coming, making the efforts. I think it's really very 25 meaningful to us, and we appreciate that, your candor

and presentation. A follow-up on Commissioner Ginty's couple of questions.

And first, for the record, my view of the universe is you clearly are in this business to make money. And by and large our interests are coterminous, but because of this difference in the tax rate and because our take is off the top, not off the bottom, it does create the potential for a conflict of interest.

MR. PAULOS:

You want to change?

MR. TRUJILLO:

Every two weeks, the answer is yes. What I would like to see --- and as we have this discussion, because I know this discussion won't change and because there's no one thing that drives that top line number --- I think it's a lot of different things --- and because I am --- I can be --- this would surprise Mr. Ginty, but my view of it is you're much better at doing your business every day than we are.

We're better at maybe second guessing you in the second guessing department, but you're good at what you do, so --- but what would help us is we have --- and I've said this before, we have a providential

arm and we have an enforcement arm. We have a couple of roles. And what would help me understand --- because I think there is both short term and long term impacts on the tax revenue side.

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And so I can see the strategic benefit of your investing the kind of money you're investing.

And it's not necessarily going to accrue to our or your bottom line in the short run, perhaps, but a year or two or three down the road, I can see it where you may need 4,000 slot machines or where your high limit posed slots and table play may be something that works very well for all of us.

Along those lines, and I assume given the kind of metrics that you look at, that one of the components of those metrics that you look at is what is the tax implication? And so while we have nice numbers on GTR and utilization and the like, and your ninth place, first and second place --- those are all good --- what we don't have, and what I would like to see, is as you implement this plan both short term and long term, I would just like to slice those numbers a little deeper and see what is the state tax revenue impact of the mix change?

I don't know that it changes, you know, whether we agree. It may help, but I think it's

useful to look at in the, you know, first quarter, you know, four quarters out, two, three years out, because I think there's going to be some up and down and --but at least for me, you're doing an analysis that I think --- I assume you're doing that kind of analysis, and even with my much smaller budget, I do that tax analysis, too. So, if we could see your tax analysis broken down that way, that would be very helpful, I think, to us in understanding it.

MR. PAULOS:

And we actually do a profitability

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MR. TRUJILLO:

Sure.

MR. PAULOS:

So the tax just happens to be an expense within that profitability analysis.

MR. TRUJILLO:

But for us that expense is not an expense for us. And so that's what --- we want to see that, what that expense item of yours is.

MR. SULLIVAN:

That could be done.

MR. TRUJILLO:

Thank you.

MR. PAULOS:

Sure.

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CHAIRMAN:

Thank you. Commissioner Ginty?

MR. GINTY:

Commissioner Trujillo, if you do that type of analysis, then we might be able to determine whether you are --- once you do your profit analysis.

MR. PAULOS:

Whether we're working the system?

MR. GINTY:

Whether you're working the system or not.

MR. PAULOS:

Uh-huh (yes).

MR. GINTY:

And that's something that our folks, our financial folks, should be aware of. And I think that will be --- particularly over time, would give us a feeling of comfort.

MR. PAULOS:

And the reason, again, you know, our reason of comfort to do that with you, I mean, we have no issue, because we're going to put that parking garage up. I mean, that's not an --- the parking garage is not an if. The parking not --- garage is

1 not a dangle here.

2 The parking garage is getting built. 3 plans are ready. We've been approved for temporary parking on the land. We haven't --- you, obviously, all that stuff, but that's going to be done. So, we're driving people. So, we have absolutely no problem in --- because quite frankly, we have to put in our --- I'm going on a road show next week and it's in our presentation that we're going to make an 10 additional \$3 million to \$5 million just from the parking garage in slot revenue, not table game 11 revenue. Slot revenue. 12

MR. GINTY:

Thank you.

MR. PAULOS:

Thank you.

CHAIRMAN:

Sure. Any other questions? Ms. Jones, I

19 assume you'll want the PowerPoint put into the record?

ATTORNEY JONES:

Yes, Your Honor.

CHAIRMAN:

Okay. We will do that. Mr. Creany,

24 final comment?

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ATTORNEY CREANY:

Mr. Chairman, thank you. This has been a really interesting petition, and we've worked hard with the WTA. They've been very cooperative, sharing information, and we're still digesting that information, but I think a couple things said by the Board are important.

It wasn't disingenuous for them to come in with a petition when they're putting it all on the table. They could have come in and said, we want to reduce slots, come in five months later and said, we want to put in tables, but they put it all out, and it lays out in an area that, as Commissioner Trujillo said, their candor today is appreciated by everybody. And we appreciated that they have been providing information.

We ask for the hearing to get some guidance from the Board of what it is that's appropriate, because we've seen not just the questioning that OEC has, but with the Board, we're struggling with what is the appropriate criteria when somebody comes in for reduction? And it's not BIE, it's not financial section's point to supplant a business decision that WTA's making for their operations.

We just want to get some guidance

relative to the impact that we have from the table games legislation in 13A-15, Subsection 7. When they were approved, they certified that they weren't going to reduce slots for purposes of table games. They were approved for that.

They went forward. They installed table games. To be honest, I think they were at least last April talking about 60 table games when we had discussions. Even below that, with respect to that, now we come in with this mixed petition where they're going to reduce and increase.

And we're looking for whatever guidance the Board can give OEC in its analysis as to the, you know, culpability of that section about reduction after the levels of October 1, 2009, after a table games approval. It really is for purposes of approval of a petition that has this lingering effect of what's the intent of legislature where they want us to sort of freeze that. And then that's why we're here.

You see in our answer we lay out some conditions that we would like if the Board approves it. And one of them was just that, consistent with whatever guidance the Board gives us, that OEC, through BIE's financial section, can have a review of the data that's provided and determine whether the

data is appropriate, as the Board has indicated today is the appropriate factors. So, we would like at least a little more time.

At this point, we have received, I believe, clear information about the 189. We are going to be looking at the reduction. And the financial office analyst, the forensic expert doing that is not here today, but I believe that we're already on the way to production and what we need.

And I can't say that --- you know, I can't say that it's everything she needs, but I think we're getting close to the point where they can do their analysis. So, it would not hold things up in that regards if that's what the Board decides and it's approved pending us verifying some information.

CHAIRMAN:

17 Thank you.

ATTORNEY CREANY:

Yes, sir.

CHAIRMAN:

Okay.

MR. TRUJILLO:

One thing --- and again, this is simply me, and others may differ. But in our last hearing, one of the things I talked about was what's the

economic substance of the transaction? My view of it is it's the same thing happens here, which is I can maybe talk about a true reduction of slots at --- or anything like that at one moment in time, like you do as an auditor, look back at one period of time. You're looking at it in an abstract.

I think if you --- I think a proposal to reduce slots to --- and grow table games as part of a plan that is much bigger than the simple moment in time, to me --- and again, looking at the substance of the entire plan, I would think, is a business matter. 12 You make a decision. Okay. Today we're going to drop 100 slots, or tomorrow. It's part of the plan.

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So at least from my perspective, I look at the economic and the substance of what it's --it's one piece of the whole puzzle, and if that piece of the puzzle long term has the --- and it's not a guarantee, but at least a realistic potential for both the operator and for the Commonwealth to grow revenues, top line and bottom line, then I think that's what we have to judge by, not necessarily by that --- by the moment in time.

And I can't imagine the legislature wanted us to look at a --- you know, just one particular moment in time. Thank you, Mr. Chairman.

CHAIRMAN:

Thank you. That concludes the matter.

Thank you very much. Now, begin our Executive Session to further consider the petitions for Valley Forge and the Washington Trotting Association. We'll return here at 1:15.

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HEARING CONCLUDED AT 12:35 P.M.

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13 CERTIFICATE

I hereby certify that the foregoing proceedings, hearing held before Chairman Fajt, was reported by me on 04/28/2011 and that I Cynthia Piro Simpson read this transcript and that I attest that this transcript is a true and accurate record of the proceeding.

Lander Findingson