#### COMMONWEALTH OF PENNSYLVANIA

#### GAMING CONTROL BOARD

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IN RE: CHESTER DOWNS AND MARINA'S

PETITION TO MODIFY THE GAMING FLOOR

\* \* \* \* \* \* \*

### PUBLIC HEARING

BEFORE: WILLIAM H. RYAN, JR., CHAIRMAN

Gregory C. Fajt, James B. Ginty,

Keith R. McCall, Anthony C. Moscato,

Gary A. Sojka, Kenneth I. Trujillo; Members

Christopher Craig, Representing Robert

McCord, State Treasurer

Robert Coyne, Representing Daniel P.

Meuser, Secretary of Revenue

Matthew Meals, Representing George Greig,

Secretary of Agriculture

HEARING: Wednesday, February 8, 2012

LOCATION: Strawberry Square Complex, 2nd Floor

Harrisburg, PA 17101

WITNESSES: Ron Baumann, Philippe Khouri

Reporter: Joshua Lee Hess

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# PROCEEDINGS

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#### CHAIRMAN:

Our third and final hearing is the Petition to Modify the Gaming Floor, submitted by Chester Downs and Marina, LLC. I see the parties are in front of us. Could we have all persons who are not attorneys, but who are going to present evidence, please stand and be sworn?

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11 WITNESSES SWORN EN MASSE

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### ATTORNEY DOWNEY:

Good morning, Mr. Chairman. For the record, members of the Board, Bill Downey from Fox Rothschild for Harrah's Chester. With me this morning to my right is Ron Baumann, senior vice president and general manager at Harrah's Chester. To my left is Philippe A. Khouri, who is regional vice president of slots, for the East and Midwest regions for Caesars 21 Entertainment. And Ms. Hughes, Lynne Hughes, no stranger here, as the vice president of legal affairs and chief legal officer for the eastern region of Caesars Entertainment.

Before you this morning are petitions

seeking to permanently reduce our slot count from 1 3,000 to 2,800 machines. To reduce our gaming floor. 2 To reduce our smoking area. And to improve and allow 3 implementation of opening 17. What we are hopeful that you will also walk away with is an understanding that this is a pretty exciting time for Harrah's Chester. And this represents the kickoff of a pretty dramatic revitalization of the property. I'm going to be handing the presentation to Ron Baumann, who's 10 going to take you through some of the aspects of the revitalization program. We're going to kick over to 11 12 Phil Khouri, who is going to address the slot specific 13 elements of the program. And then we'll finish up 14 with Ron.

Two points. Not technically points of order but I'd like to at least very briefly address two issues. First is that through what I understand to be inadvertence, we did not receive the supplement filed by BIE until yesterday. And the purpose of the supplement was to submit the report of the financial investigation unit. We did however have a chance to review that report this morning. And we are quite comfortable it fairly and accurately reflects our numbers. The reason I even highlight that is because to the extent that there are any specific questions,

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we would ask that you help us out with some pretty specific targeted direction, because we are not intimately familiar with the report.

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The second point is a somewhat more somber one from my perspective. The report it turns out -- it's the subject of the report. The report itself represents a significant amount of effort of your financial investigation unit and some folks at Harrah's Chester. Unfortunately in the course of the preparation of that report, I'm afraid that through a --- I'll call it a confluence of circumstances, we 12 have made their job more difficult than it needed to And I just wanted to express our apology to the folks at FIU for that process. We had some data retrievable issues and some --- along with what were some vacation issues, that made that effort a little more difficult. And certainly we are finding it critically important that we maintain a relationship with you and your units that we do. And I just wanted to continue to work cooperatively.

# CHAIRMAN:

We'll pass that along, Mr. Downey.

# MR. DOWNEY:

24 Appreciate it. With that, we'll hand it 25 over to Ron to give us his view.

# MR. BAUMANN:

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2 Good morning. Ron Baumann, 3 B-A-U-M-A-N-N, GM and senior VP at Harrah's Chester. I was the one on vacation during that time. Thank you for the time today. So, before we start going through the PowerPoint itself, Harrah's Chester I think everybody is familiar with. One of the first entries --- first casinos in the local bar, Friends and Parx in 2010. And the property represented at that point 10 in time, a \$400 million investment on behalf of our company. And during that time it was basically us and 11 Parx who owned the market, about 5,000 slot units or 12 13 so.

And as we sit here today, just listening to our friends in Valley Forge, looking ahead to 2012, we're to the point now where it's us and Valley Forge and Parx. Triple the size. And our good friends at SugarHouse. And some competitions to the south of us and our friends in Chester and Delaware Park and Maryland. And there's almost 9,000 slot units in the 21 market currently. And we have certainly as a property seen our slot revenues challenged, since we opened in 2007. 2008, really being the first full year. our goal this year is really to change that.

It is my job and the goal of our

organization to grow revenues. And to grow profit.

And 2012 really marks a significant point in time for the property, in terms of how we're going to position ourselves. We are going to launch a significant ad campaign, which I can't get into in total details publicly. But it will happen in the month of April. That will completely talk about our property in a totally new way. That will consist of a marketing ad campaign, that is the most robust spin to our history of being here in Pennsylvania.

Two is we'll also be embarking on a completely new positioning, in terms of how we think about and how we present entertainment multi-market. That will also represent the most significant spend that we've ever had in our history. And so we're around a hundred percent increase, year over year. So, those two things are ahead of what I'm going to talk about today. But one is again it's all around involving our business models, invent ourselves differently. So, that we can now speak outside of our 15 mile radius. I now speak more of a 30, 40 mile radius, in the way we approach the property.

The two points --- the two other points of our repositioning are about how we approach food and beverage and how we speak and how we approach our

slot product. And that's really what we're here today 1 2 to talk about. Our goal is to improve the guest 3 experience and grow revenues really by, A, positioning ourselves differently, presenting a food and beverage product in a very unique and different manner. And also having a very significant investment in slots. The slot investment that we'll have this year, again, will be the most significant investment we've had since we've opened the property, outside of obviously 10 launching the table games. But it will be fairly, fairly significant. We're getting ready to spend 11 about \$7 million on food and beverage. That does not 12 13 count outside third-party restaurants that are coming 14 that will bring their own capital. That spend is 15 actually occurring right now. The first restaurant is under renovation and will be done around this time 16 17 next year.

Two, is we're also this year getting ready to have a significant spend in terms of slots, as we reposition the floor and reposition our slot product, we're also testing what that product is out on the floor.

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In order to do all this we need some space. We need to create some space. And that's what we're here to talk about today. We have a proposal in

front of you to reduce our unit account from 3,000 to 1 2 2,800. And really for two reasons. One, is we have plenty of slots and we have plenty of opportunity in 3 terms of supply versus demand. And Philippe will walk through how we look at that as a property, as an organization. And then lastly and most importantly, we need the space to present our stock product differently. And we need the space to expand our restaurant footprint and the accessibility of 10 merchandising of those restaurants. The restaurant plan that I will walk you though in a second. 11 that about an 18 percent increase in seating capacity. 12 13 And our restaurants, as most people know, are basically all on the eating floor. I also had to go 14 15 outside the building, because there's not a lot of other places for us to go other than the gaming floor. 16 17 So, those are the two reasons.

From a food and beverage transformation perspective, we're going to spend the \$7 million again over about an 18 month period. If you're familiar with the property, we have a concept there called club cappuccino, was the original concept when the property first opened, back in '07. It was really all about slots. And now we're about other things and table games and slots and speaking different with the

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This restaurant actually is under customers. renovation as we speak. It's scheduled to open up in the first week of April. And it will open up as a concept called Café Napoli, you see the rendering --the picture there, a much, much different presentation.

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It's basically a concept that's surrounds from freshly prepared pastas and pizzas to sandwiches. It will also feature breakfast items in the morning, 10 in a character that actually goes and does the pizza and the dough in front of you, and things of that 12 nature. The seating capacity will double in terms of what we have today. It will go almost from 30 odd 14 seats to a little bit over 60 seats. Not a lot in terms of seating, but it's a quick serve restaurant, so it will be a main feature. We've created a partnership with a restaurant sign company to design these concepts for us that we're very excited about. The company that we employed actually did the design work for Regatta and some of the new properties at 21 Cosmopolitan, out in Las Vegas. Pretty high powerful 22 concepts.

The next project in terms of timeline that we're going to renovate is our Endzone sports bar. We would begin that project in the first week of

April, when the other outlet opens up. We're going to 1 2 transform that into a concept called barleque 3 (phonetic). Barleque is basically wood prepared, wood-fired grilled items and the best of southern barbeque. We've actually contracted with some of the, what we call the best pit masters from down south to create the recipes. And then it will also feature the bar, craft beers, local craft beers and other items will be the main serve restaurant. So, it will go 10 from a sports bar with nachos, pretty much, to a more 11 robust experience that quests can enjoy. It is a 12 well-researched concept. And we're real, real excited about this one. 13

14 Then the other one that will begin at 15 some point towards the summer or latter part of the year is the buffet. We have the only buffet on the 16 17 market. We're going to transform what we call Temptations buffet into a concept called the Heartland 18 buffet. And re-concept each one of those stations. 19 20 We're also going to drop a brand new outlet right in the middle of the buffet called Pub Burgers, so it can 21 22 be a burger bar, if everyone is familiar with that, 23 the term, very popular thing right now. The burger bar will be --- half the burger bar actually will be 24 25 located inside the buffet. So, you can purchase it as

you enter the buffet. And the other half will be outside for retail purchase. So, quite a different concept. Again, all within that \$7 million investment that we're looking to make in our food and beverage outlets. That really is phase one.

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Then we had put phase two on here. There's two other outlets. The Cove at Riverview that are outside gaming areas. That way what we'll also do an order wall. That won't have any impact on the Gaming Board since they're so far removed. We can easily renovate, re-concept and make them something 12 special outside of encroaching on the gaming footprint.

So, again in order to do all that and evolve and create more compelling reasons for visitation, we have to have some space to do this. And my colleague, Philippe, will walk through in terms of how we look at slot and slot availability and occupancies and how we determine the amount of space that we can deploy to our means.

### MR. KHOURI:

Thanks, Ron. Philippe Khouri, regional 23 VP of slots, East and Midwest for Caesars Entertainment. Let me spell it. P-H-I-L-I-P-P-E. Last name Khouri, K-H-O-U-R-I. So, before you, you

1 have a chart showing average available units, as we looked at it June through December of 2011. And this 2 is why we think we could do a 200 unit reduction 3 without negatively impacting slot revenues. you can see here throughout the days of the week, on average it's 77.5 percent of supply available during the week. And even during peak times, which we consider to be 4:00 p.m. to 2:00 a.m., even on a busy day like Saturday, there's still 54.9 percent supply 10 available. So, definitely an abundance of supply. And even on the busiest hour of the busiest day, which 11 I believe is November 5th, over this seven month 12 period, there were still 600 available units when we 13 looked at it during that hour, between 4:00 and 2:00. 14 15 So, what does that information tell us? Well at Caesars we do a lot of 16 17 optimization models to understand exactly, based upon 18 occupancy, what the right floor count should be. 19 based upon all the studies we've done for Chester, the 20 optimal slot count we see is 2,400. Now a risk 21 adverse slot count, where we say we just want to be 22 pretty conservative is 2,600. We're asking to go to 23 2,800, which is extremely conservative. Because the industry average, if you look at the middle bullet 24

point there, optimal target X occupancy is 70 percent,

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is what we aim for. We do not want to go beyond 70 percent. The industry average is 80 percent. But we take it very conservatively and say hey, we're fully occupied, if we can get 70 percent occupancy. And basically the reason we say 70 percent instead of 80 percent or 90 percent or even 100 percent, because we feel that 70 percent, even though there are available slot units on the floor, our customers probably can't find the slot unit they want to play. So, that's why we limit ourselves to 70 percent.

Just a couple of examples here. 11 Αt Harrah's Resort you see peak volume occurred on August 12 28th. The claim was \$26 million with 2,900 units. 13 14 Chester's peak volume for a Saturday in 2011 was \$17 15 million, on July 31st. So, Harrah's generated 150 percent. Harrah's, when I say generated 150 percent 16 17 more volume than Chester, with 100 less slot units. We do have other examples as well. Historically, 18 we've looked at this for years and years. And we've 19 20 seen an increased slot revenue in several of our 21 jurisdictions that we operate in. Specifically Las 22 Vegas. We took the Rio down from 2,200 to 1,250 slots 23 over the course of a year and actually saw an increased slot revenue. At Harrah's St. Louis, which 24 25 is a high frequency locals market, similar to Chester,

we had 3,200 slots. And we took that down over the course of about two years, down to 2,800 slots. And we actually saw an increase in annualized revenue, \$30 million in slots. So, we've done this before where we've reduced floor sizes, and certainly have seen increased revenues.

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So, what does this do for us, if we're able to reduce slots? A few things. So, player comfort is of key concern. Most people like to play and win. We've done several analyses throughout the years and understand that smaller banks generally perform better premiums than larger banks. And that's generally because of the increased number of end positions. End positions being the units that are at the end of these banks. So, if you have a really long bank of 20 games, ten back to back, people generally don't like to play in the middle of those banks. prefer to play on the aisles. And I generally see about a 15 percent increase in the length of play, the revenue for those units that are at the end of the aisles. So, our goal here is to create additional end spaces, after we reduce the number of units. And with that create better player comfort, and of course increase slot revenues.

So, other things we look for when we're

trying to create larger aisles is better slot
merchandising, trying to point our players to the
games that are more popular. And give them better
accessibility as well. And last but not least, with
everything we're doing around food and beverage, we
certainly do want to allow for better aisleways to get
to the merchandise; the food and beverage aisle
better. So, turn it back to Ron.

### MR. BAUMANN:

If you're familiar with Harrah's, the Gaming Board, is a bit small. But it just shows each of the restaurants. One is actually a buffet. In the far upper left hand corner there, it shows where we'll put the burger bar and the space that's needed to get the buffet larger, so that impacts about 28 games. Location number two, any of the --- these are pictures that I thought this would be a good orientation on the macro level. Location number two is actually an expansion of our noodle bar. We're actually doubling the size of that outlet, too, where we're at capacity. That's about 41 games.

Location number three is actually just a pinch point on the property that we've had some of our guests access that we wanted fixed. Location number four, really that is our main aisleway into the

property. So, once you enter through security and you embark on that journey, I'll give you a picture of that. We have just severe congestion problems with that, and it creates some issues for us. Number five is the new Café Napoli restaurant. That is the most significant footprint expansion that we are doing. It's about 60 games. And location number six is creating the aisleways of the new barleque that we currently do not have. But again to give you a sense of orientation.

What is on the front portion on the left 11 hand side there these are both to equal scale. You 12 13 can see as you enter the main portion of the casino 14 there what it currently looks like on the left. 15 That's a main aisleway going down the middle. less than four feet for a main aisle which is very, 16 17 very small. The two bar lines going vertical to the restaurant, that actually is the restaurant. 18 you can see there's --- you can't even tell there's a 19 20 restaurant there to be honest. So, on the right hand 21 side, when we get done with the renovations, what that 22 will look like is a much more clearly delineated 23 aisle, so that people can traverse the gaming floor, get into the restaurant. Gives us merchandising 24 25 opportunities for the restaurant. It gives us a much

easier ways to deal with smoking, nonsmoking issue.

The bigger the aisleways, the easier it is to break
those two apart. And that issue gives you the sense
there.

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5 Some of the --- what does it really, really look like, this is the noodle bar. 6 So, actually the noodle bar is actually behind those curtains. So, you can't even see that we have a restaurant back there. So, we're actually --- that 10 bank of slots there with the red dotted line, those slots will come out, and that all becomes a 11 12 restaurant. The entry to the restaurant now becomes upfront, the way it should. And then actually, it's 13 14 hard to see here, but there's an aisle right there. 15 So, you're walking down the entry to the restaurant would be the aisle that's not behind the gaming area. 16 17 This actually is a shot, if you walk into the casino, 18 of what our main aisleway looks like. So, if you could see two people walking fills the aisle. 19 That's 20 two. And I made sure they were of average weight. 21 But you can see that two people walking in the aisle, 22 the aisle is full. So, you can't even go north and 23 south. And what we're specifically looking to do is to --- we're going to take out two units to the left 24 25 and now you basically have a ten foot aisle, which is

the way it should be. And again egress congestion, it makes it a lot easier for us to separate smoking, nonsmoking. It's far better for the guests in terms of than having to get in and out from an egress standpoint.

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Again, this is the current restaurant. And as you can see there's --- that actually is the entries, if you're going like this. There is no clear entry to get to the restaurant. When we're done renovating this, the facade comes out more. There is actually a pronounced merchandising, a front to the restaurant. We simply take those banking games and now create an aisleway, a place for quests to queue. Apparently when they queue up, they queue up against people playing slots. And these slots around --- some of these entries are some of the worst performing slots that we have. Mainly because individuals are up against the back of your neck and they have nowhere else to go.

So, again, we --- this is about repositioning the property and growing our revenues. This is not anything other than that. And it's a chance for us to really, really, really take a moment in time and change what Harrah's Chester is. I wish I was in a position to show you the ad campaign, because

1 I think it will open up some eyes. But I certainly can't do that with good competition around. We have plenty, plenty, plenty of slots. We take a very conservative approach to, you know, slot unit reduction.

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Again, we're about growing revenues, not about declining revenues. This gives us a chance to really evolve the business model of Harrah's Chester. Just going from this local type place, where you stop and play for a half hour, to something much more grandiose. The new layouts will not only allow us to put in restaurants, but it creates the overall experience, I'm a slot player or a restaurant player. Increasingly to play, increase visitation to the property. All things that we will --- we strongly believe will help grow the revenues and the petitioning of the property. And again this about growing, it's not about a costs savings exercise. We save very, very little on electric. May 150 per year for the slots or something like that. This is about growing revenues.

#### ATTORNEY MILLER:

Mr. Chairman, I'd just direct one question to Ron. And Ron, I think you glanced off this issue a couple of times. But I'd like to ask specifically, is it your testimony that expansion of the restaurant program and a more robust restaurant offering is anticipated to offer extended play and extended length of visitation?

#### MR. BAUMANN:

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Yeah. I think we're looking for it to do two things. One is create a compelling reason for individuals to visit that we currently don't see. So, one is for acquisition. And then two is to increase the length of play of current gamers.

### ATTORNEY MILLER:

Thank you.

### ATTORNEY HAYES:

Mr. Chairman, other than moving the PowerPoint into the record, we have nothing further.

#### CHAIRMAN:

Okay. It may be admitted. Does Enforcement Counsel have any questions?

#### ATTORNEY MILLER:

Mr. Chairman, we don't have any questions. But we would like to say that we have reviewed the petition. We have had our financial investigations unit, as you know, reviewed each individual slot machine, and its projected revenue --- actually its actual revenue. Based on our review,

based on our financial investigation unit review, we have no objection to the proposal. However, if the Board wishes to see fit to allow this, we have, I believe, 14 conditions, which we've attached as part of our answer, that we'd request the Board visits.

Thank you.

#### CHAIRMAN:

Does the Board have any questions of Chester Downs? Go ahead, Gary.

### MR. SOJKA:

Yes. And Mr. Chairman, you may take me into the woodshed after this meeting, because I realize --- I fully understand the nature of what you're trying to do, and surprisingly I may not have the usual set of questions. But I am truly concerned about something. I really am about this presentation. And I would remind you of the obvious which you are a Category 1 facility in Pennsylvania.

You're moving people in different ways. You're doing what looks to me like very attractive restaurants and whatnot. But it seems to me you are overlooking again one of what we think should be one of your great assets. You are a racing facility. You have beautiful river views. You are going to have a river

view restaurant, which I understand you didn't want to talk about, because it's not on the gaming floor. But I'm hoping you're going to take great advantage of the situation there. But we could break down my concerns about the Category 1 issue, maybe by going specifically into a couple of the things. Are any of the Gaming Board restaurants going to take advantage of either the views of the track, the theme of the casino, or the pair of mutual opportunities?

### MR. BAUMANN:

The answer would be yes. Barleque takes advantage of the racetrack. And actually the entire east side of the restaurant windows are open and overlook the track and the grandstand area. And that will continue to be a leverage point and reason for visitation of that restaurant.

Two is although we didn't put it in here today, that the third-party operator that is coming out of Philadelphia is going to be located on the racing level. And that will be an iconic name that everybody recognizes, to drive traffic down to that level. And that race level which we expect levels where poker is simulcast, and then the entry to the grandstand is. That individual will also have a window outside that services racing. So, the racing

1 fan not only will have an iconic restaurant located on that level, but there is actually an outdoor component to it that serves --- on the grandstand level.

Thirdly, although we didn't --- you pointed out about the river view, there is a grandiose plan for that that has not only a difference in the Cove restaurant for upstairs, but repurposes that space to be more, let's say, event focused to drive traffic. And that traffic will benefit both the racing, all four of the --- of gaming. And then lastly what I have preserved is our entertainment plan will leverage the unique assets that racing offers us.

#### MR. SOJKA:

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Good. Those are all the things I was hoping to hear you say. Can I bore on down a little bit more, too, on the sports bar.

### MR. BAUMANN:

Uh-huh (yes).

#### MR. SOJKA:

You will have television sets?

# MR. BAUMANN:

Uh-huh (yes).

### MR. SOJKA:

Will have a theme?

### MR. BAUMANN?:

Uh-huh (yes).

#### MR. SOJKA:

Will this take advantage of your live racing program? Will you show your own races in the sports bar, for example? Is there a problem with that or is that a positive or ---?

#### MR. BAUMANN:

No, it is a positive. And to punctuate that point, we recently just put in the past three months a betting station inside that restaurant.

### MR. SOJKA:

You jumped ahead of my other question. Pari-mutuel activities.

### MR. BAUMANN:

So, that's already there. And we will continue to offer more ways for individuals to either enjoy racing as a casual fan or as somebody who wants to wager on the race. And that has already begun.

#### MR. SOJKA:

Okay. That's good. Again, you're making it sound as if I was preaching to the already converted, and that's good. Okay. One final question, and that is to our slots expert, because we are always going to him --- Mr. Ginty is always trying to get a sense on industry standards and whatnot. And

you gave us some very interesting data today. You
gave us several examples where your large organization
has shrunk the size of slot opportunity and has
actually increased revenue. Is that top line growth
or is that net after you subtract out the expenses
that you recoup by shrinking the area?

### MR. KHOURI:

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Philippe Khouri. That's strictly top line. That's strictly top line.

### MR. SOJKA:

Strictly top line. So, it's even a bigger number than --- because you'll also have fewer expenses?

# MR. KHOURI:

Correct. Especially if he reviews what are referred to as participation of these games in your reduction.

# MR. SOJKA:

Thank you, Mr. Chairman, I thank you for your forbearance.

# CHAIRMAN:

No problem. Anyone else, from the Board floor? Ex-officio members? All right. Thank you, gentlemen. This matter is now closed. The Board will recess for a few minutes and consider the matters we

30 1 have just heard in executive session. We will be 2 back, let's say at noon. Okay. We are recessed. 3 Thank you all. 4 5 HEARING CONCLUDED 6 8 9 10 CERTIFICATE 11 I hereby certify that the foregoing 12 proceedings, hearing held before Chairman Ryan, was 13 reported by me on 02/08/2012 and that I Joshua Lee 14 Hess read this transcript and that I attest that this transcript is a true and accurate record of the 15 16 proceeding. 17 Court Reporter 18 19 20 21 22 23 24 25