

New York Gaming Facility Location Board
Response to Request for Applications to Develop and Operate a
Gaming Facility in New York State

TIOGA DOWNS RACETRACK, LLC

Exhibit X.A.1.

Tioga Downs already has – and will continue to have – a robust set of protocols and procedures in place to address problem gaming issues.

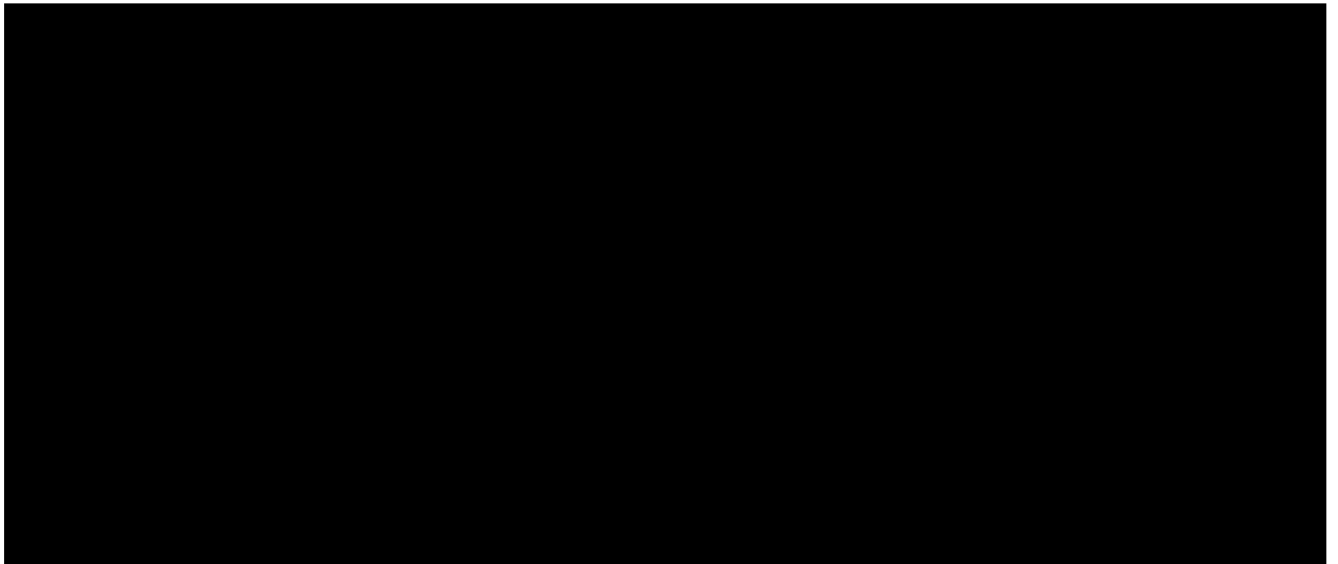
On-site resources for individuals identified as showing signs/symptoms of problem gaming behavior include:

1. A manager/supervisor on duty available during all hours of operation who is trained in recognizing signs of addictive gaming behaviors. The individual will also be trained in best practices regarding customer interaction on the topic of problem gaming. This manager/supervisor will be the designated “Responsible Gaming Captain” (“RGC”) for his/her shift. The RGCs name, title, and contact information will be provided to all staff as part of a Daily Operating Brief. The RGC is supported by Tioga Downs’ entire work force. The RGC dovetails with the training and certification provided to all employees at New Hire Orientation, and on an annual basis, in the area of responsible gaming.

2. Self-Exclusion. Tioga Downs has a thorough self-exclusion program, consisting of the following components:

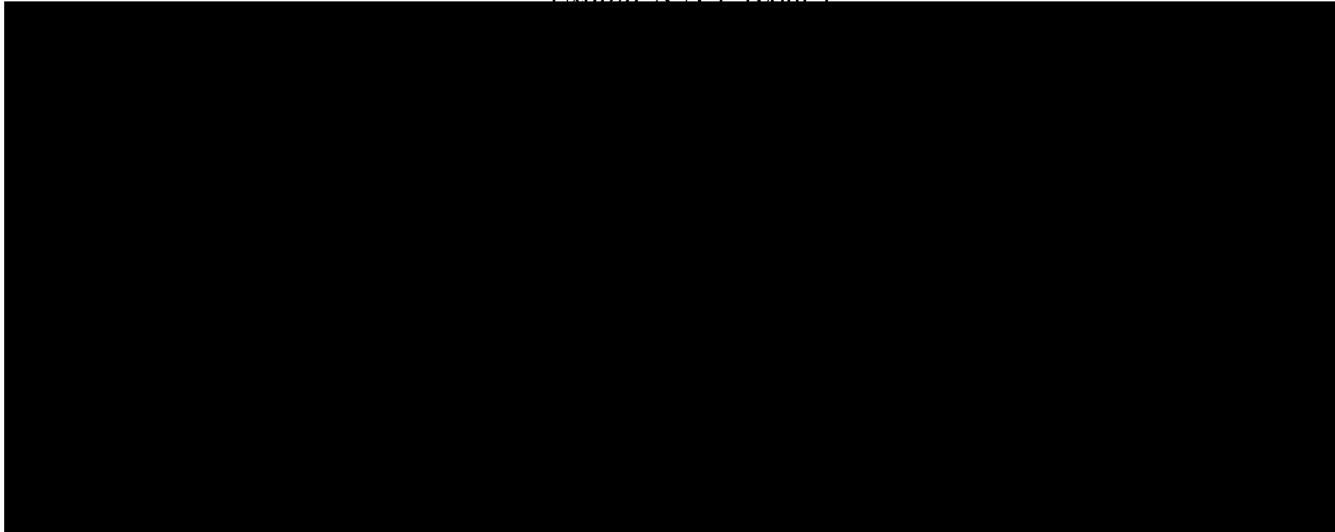
A. A guest may request a self-exclusion in person at the Security Office or on-line at TiogaDowns.com, under the Responsible Gaming section. The self-exclusion form is available at two separate places on the website.

B. A guest requesting self-exclusion can mail the completed form to the Director of Security or bring the form into the Security Office. All Security Officers are able to direct the patron to the appropriate place on the property to submit the form.



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Exhibit X A 1 (cont.)



3. Comprehensive onsite communications to encourage responsible gaming. Tioga Downs currently utilizes thorough communications which encourage responsible gaming activities. These resources also direct patrons to state resources, including a toll-free assistance line staffed on a 24 hour basis. Multi-media resources currently include brochures, posters, electronic signage, and staff who can discuss with guest the resources available for assistance with problem gaming. Self-exclusion programs available to patrons will be highlighted with brochures placed at key customer touchpoints including cage/cashier, marketing operations/player club, valet and casino host work spaces.

Should Tioga Downs receive a casino license and expand the facility, management looks forward to creating a *Responsible Gaming Resource Center* (anticipated to be located in or adjacent to Security) which will provide additional resource materials and an area for “cooling off” for those individuals concerned with their gambling activity or who wish to obtain additional information.

4. A Responsible Gaming Committee to monitor all issues relating to problem gaming. In 2014, Tioga Downs formed a Responsible Gaming Committee led by the Assistant General Manager/Vice President of Gaming Operations, with representation from line level, supervisory and management team members recruited from a number of departments including cage, marketing, gaming, security, surveillance, and human resources. The Responsible Gaming Committee is charged by senior leadership to examine Tioga Downs’ processes, programs and Responsible Gaming programs to ensure continued quality execution of the Responsible Gaming vision. The Responsible Gaming Committee meets on a monthly basis. Sample agenda items include:

- Creating an employee campaign to highlight aspects of Responsible Gaming;
- Streamlining and enhancing the self-exclusion process, including emphasizing options available to the individual on a local, state, and national level; and
- Arranging for a Gambling Addiction clinician to present to employees.