



Exhibit X.A.1. – On-Site Resources for Problem Gambling

Submit as Exhibit X.A.1. a description of on-site resources that will be available to those affected by gambling-related problems, including procedures for the exclusion of self-identified problem gamblers who request that they be prohibited from entering facilities throughout the State's various gaming venues.

Overview of Tioga Downs' Responsible Gaming Efforts

Throughout its tenure as a pari-mutuel and VLT facility, Tioga Downs ownership and management has emphasized a culture of Responsible Gaming with a continuous improvement focus. In 2013, Tioga Downs participated (as a New York Gaming Association member) in the development of the robust New York Council on Problem Gaming (NYCPG) facility evaluations and recommendations. On December, 2, 2013, Tioga Downs management participated in onsite meetings and facilitated an audit procedure of Responsible Gaming practices with NYCPG staff. The audit results and recommendations are included on the following pages. Tioga Downs is fully committed to achieving all criteria per the Responsible Gambling Policies, Practices and Procedures of the New York Council on Problem Gaming Summary Analysis. Tioga Downs has met with individuals of this organization and local providers to continue to strengthen our Problem Gaming Program. Such measures included a follow up analysis in July 2014, and ongoing training and participation with New York addiction professionals at all levels.

While Tioga Downs is proud of its past and current commitment to promoting Responsible Gaming, management and ownership also look forward to the new opportunities and challenges that expanded gaming brings to New York. Tioga Downs will actively work with the New York Gaming Commission, NYCPG, OASAS and other stakeholders to ensure Responsible Gaming ethics and concerns are kept at the forefront of our operations and employee culture.

With the expansion of gaming in New York, Tioga Downs recognizes the additional challenge to appropriately educate youth regarding gambling. In particular, poker is often glamorized through mainstream media targeting a younger demographic (i.e poker championships on cable sports channels). Should Tioga Downs receive a casino license, we will partner with area school districts to support educational initiatives directed at appropriate messaging focused on secondary school populations.

Tioga Downs has also taken its responsible gaming efforts out into the community. The Director of Internal Audit has been asked to present at a conference of health professionals who treat problem gambling. These community interactions will help ensure that Tioga Downs remains at the forefront of identifying and assisting with problem gaming issues.



On-Site Resources for Problem Gaming

Tioga Downs takes its responsibility with regard to problem gambling extremely seriously and already has a robust set of protocols and procedures in place to address problem gaming issues. Tioga Downs will continue to research, develop, and implement protocols to address problem gambling in order to ensure that its problem gambling program remains second to none. 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.
 - C. Received self-exclusion forms are kept in a notebook in the Security Department and entered into Tioga Downs’ self-exclusion database as a self-excluded guest. When a guest is added to the self-exclusion list, a Security Supervisor will immediately notify the following departments: Players Club, Marketing, and Internal Audit. On a weekly basis, the Security Department sends an updated self-exclusion list to all appropriate departments.
 - D. The Surveillance Department continually monitors the casino floor for any excluded guest. If the Surveillance Department observes an individual who may be an excluded guest, the Surveillance Department immediately notifies the Security Supervisor.



E. The Security Supervisor will investigate any potentially excluded guest on the property. If it is determined that the guest is excluded, Security will direct the guest to leave the property immediately and take necessary steps to ensure that the guest departs.

F. Before any promotional prize is awarded to a guest, the Players Club will verify that the guest is not on the current list. Additionally, the Players Club will look up all guests in the master property database to ensure that the guest is not listed as excluded. The rules for all promotions are to include a statement to the effect that excluded patrons may not win any promotional prize. Forms signed by prize winners shall include an acknowledgment that their gaming activity has not been restricted.

G. No jackpot may be paid to any person on the self-exclusion list, and no self-excluded patron will be permitted to recover any losses.

H. The Internal Audit department periodically compares the exclusion list to the records contained in the master property database to verify the accuracy of both. Any discrepancies are to be reported to the General Manager.

I. Tioga Downs is in the process of developing an interview protocol for self-excluded patrons who seek to be removed from the self-exclusion list. Before allowing self-excluded patrons to be removed from the self-exclusion list, this protocol will be applied. As part of the protocol, a responsible official will interview the patron to ascertain why the patron seeks to be removed from the list; what has changed in the patron's circumstances such that the patron no longer believes they need to self-exclude; and other factors relevant to the patron's request to ensure that the patron is seeking to be removed from the list for good cause.

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. The 24 hour state assistance line can now be reached by text message as well, and Tioga Downs has been working to publicize this additional channel for patrons to seek assistance. 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.

Tioga Downs is also currently in discussions with a responsible gaming treatment provider to potentially make office space available for the treatment provider's use on-site at Tioga Downs in the event that a patron wishes to consult with a treatment provider while on-site.



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. This presentation currently occurs on an annual basis to every employee to assist in training every employee in how to identify and assist those who may need assistance with problem gaming.

TIOGA DOWNS LLC

Exhibit X.A. (cont.)

New York Council on Problem Gambling, Inc.

**Best Practices for Problem
Gambling Prevention and
Intervention at New York
Gaming Association Member
Facilities 2014**

Tioga Downs Casino