

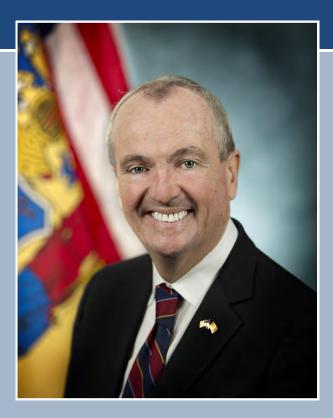




# 20 ANNUAL 19 REPORT



# THE 2019 ANNUAL REPORT OF THE NEW JERSEY CASINO CONTROL COMMISSION





State of New Jersey Governor Phil Murphy

Front Cover (top to bottom): Aerial Panorama of Atlantic City, Photo Credit: iStock.com/Ultima\_Gaina Roulette Wheel, Photo Credit: iStock.com/O\_Lypa Aerial City Skyline, Photo Credit: RacheaLGrazias/Bigstock.com



STATE OF NEW JERSEY OFFICE OF THE GOVERNOR P.O. BOX OO1 TRENTON 08625 (609) 292-6000

PHILIP D. MURPHY GOVERNOR

October 25, 2019

Dear Friends,

It is my pleasure to congratulate the New Jersey Casino Control Commission as recipient of the 2019 Document of the Year Award, presented by the Documents Association of New Jersey.

With in-depth data highlighting the agency's mission, organizational information, operational highlights, and most pressing issues of the year, the Commission's annual report is a manifestation of the agency's steadfast commitment to upholding high standards of transparency and accountability.

As our State's gaming industry continues to grow, this report serves an increasingly important role as a comprehensive digest for the public, gaming and tourism industry, analysts, and others, looking to gain insight and understanding of the Atlantic City marketplace.

As Governor, today, I am proud to join with the Documents Association of New Jersey during this year's DANJ annual conference to recognize New Jersey's Casino Control Commissioner and Chairman James T. Plousis, Commissioner and Vice Chair Sharon Anne Harrington and Commissioner Alisa Cooper, for their stewardship and hard work to ensure public confidence and trust in the credibility and integrity of New Jersey's gaming industry as an independent licensing authority.

I extend best wishes to all and offer a sincere thank you for your indispensable work.

very best. Philip D. Mur Governor

# MAJOR EVENTS 2019

The Commission hosted several employment related events including the Veterans' Casino Career Fair and the N.J. Gaming Employers' Forum on Reentry Employment.



## See pages 16 and 17

Gaming Revenue marked four consecutive years of growth and exceeded \$3 Billion for the first time since 2012.

See pages 30 and 50



Sports wagering business continued to grow with New Jersey's yearly handle exceeding \$4.5 Billion.

See pages 26 and 49



# **TABLE OF CONTENTS**



**10** OPERATIONAL HIGHLIGHTS

**18** Organizational Information



6 PARTNERSHIPS & COLLABORATIONS

21 Improvement & Recognition



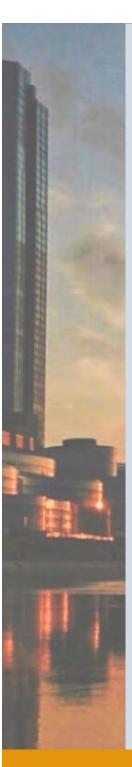
**40** SPOTLIGHT ON ATLANTIC CITY

Photo: "Dissent is Patriotic" by Sarah Painter & Cosby Hayes. 164 St. James Place, Atlantic City, NJ 08401. Sponsored by 48 Blocks Atlantic City, a program of the Atlantic City Arts Foundation. 22 INTERNET GAMING

26 SPORTS WAGERING

**30** Atlantic City Casinos

42 Revenues, Expenses, AND DISBURSEMENTS





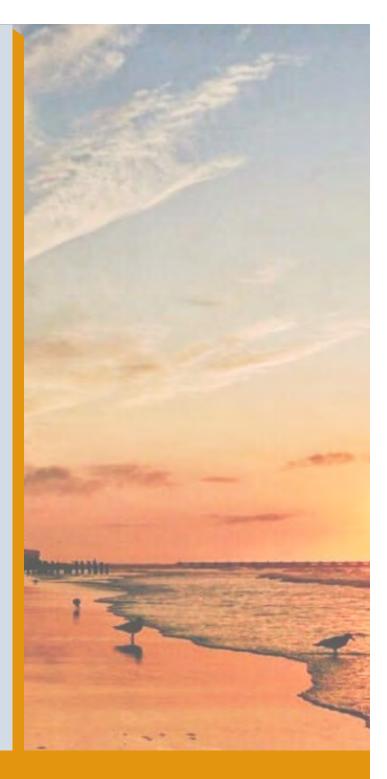
## **MISSION**

The Casino Control Commission promotes public confidence and trust in the credibility and integrity of the gaming industry as an independent licensing authority.

The Commission openly fosters partnerships and collaborates with all stakeholders while upholding objective and ethical standards with professionalism and integrity.

## VISION

Build on our reputation as a leader in gaming regulation in an environment of efficiency, and be a key partner and catalyst in promoting the general welfare, health, and prosperity of Atlantic City, the Greater Atlantic City Region, and the State of New Jersey.



CORE VALUES: CUSTOMER SERVICE, KNOWLEDGE, INTEGRITY, RESOLVE, EFFICIENCY, AND SUSTAINABILITY

A tlantic City clearly found its footing in 2019. Strong momentum was building, as evidenced by four straight years of sustained growth. Gaming revenue grew from \$2.6 billion in 2016 to more than \$3 billion in 2019—an increase of over fifteen percent.

**CHAIRMAN'S MESSAGE** 

More customers came to Atlantic City, which is clearly seen in the many indicators of economic and tourism-related activity. Non-gaming revenue, hotel room occupied nights, luxury tax, casino parking fees, and others reflect increased visits as well as greater spending by the people who visit.

Sports wagering was a huge success for the casinos and racetracks in its second year of operation. In 2019, \$4.5 billion was wagered on sports events. Internet wagering, introduced in 2013, also continued its amazing growth, increasing over 61 percent.

Atlantic City's success meant greater tax revenues for New Jersey and its vital programs that benefit seniors and the disabled. Taxes incurred from gaming grew to \$279 million, an increase of more than 20 percent.

"Gaming revenue grew...to more than \$3 billion in 2019 an increase of over fifteen percent."

The Commission continued its efforts to connect veterans with career opportunities in the casino industry through its partnership with the American Legion. Every casino participated in the annual Veterans' Casino Career Fair hosted by the Commission in April. Service agencies and other government representatives were on hand to assist veterans with employment related issues.

"Internet wagering... continued its amazing growth, increasing over 61 percent." The Commission also undertook efforts to promote various benefits available to employers who hire individuals exiting the criminal justice system. The Commission hosted two events for employers in cooperation with the Division of Gaming Enforcement, N.J. Department of Corrections, N.J. Department of Labor and Workforce Development, and the N.J. State Parole Board.

The Commission participated in other regional events to provide information to incarcerated persons who were preparing for release and reemployment. Legislation was introduced to

provide the Commission with discretion to issue Casino Key Employee Licenses to persons formerly convicted of certain offenses. It was signed into law by Governor Murphy in early 2020. Prior to enactment, the Commission was required to deny a key license to those persons.



By the time Atlantic City's positive financial results in 2019 became known and before its continuing progress could be celebrated, the state and the nation were stymied by the coronavirus pandemic. To mitigate the spread of the virus, casinos were closed to the public on March 16, 2020 and remained closed until July. Internet gaming provided a dependable revenue stream for the operators during the public health crisis, but the loss of revenues from the shutdown of traditional "brick and mortar" casino operations was profound.

The ramifications for Atlantic City's workers was tragic. Before the crisis, 26,000 people were directly employed by the casino industry and almost 20,000 of them were full time. The full impact is even more dramatic when you consider those figures do not include all of the hardworking people in the third party and independent businesses that make up the larger gaming economy. While many employees have since been called back to work, thousands of our neighbors remain furloughed.

I know that Atlantic City is resilient and will rebound. I witnessed first-hand the amazing effort and expense that was undertaken to prepare a safe environment for customers and employees. As of this writing, all of the casinos are reopened with appropriate restrictions. Visitors are again enjoying the playground by the sea that is Atlantic City.

Although the tourism and gaming sector has started on the road to recovery, the impact of the public health crisis will be far reaching and it will continue to be felt by Atlantic City, the region, and the state for the foreseeable future. Atlantic City's stakeholders, including every level of government, have collaborated to support the industry's reopening plans and to help ensure a smooth restart and a successful resurgence.

Very truly yours,

Thom

James T. Plousis Chairman



## **COMMISSION MEMBERS**



James T. Plousis Chairman

Chairman Plousis is a veteran public service and law enforcement professional well known for his leadership skills. He was sworn in as the eighth chairman of the Commission on December 26, 2017. He has reinvigorated the Commission's vision as a "key partner and catalyst in promoting the general welfare, health and prosperity of New Jersey", and has continued his strong track record of identifying and implementing efficiencies.

Plousis presided over licensing hearings for both the Hard Rock Hotel and Casino and Ocean Resort during his first year as chairman. He is committed to the state's efforts to revitalize Atlantic City. He expanded the Commission's participation in the community, helping to increase awareness of the many non-profit groups working to improve Atlantic City.

As an ex-officio member of the Casino Reinvestment Development Authority, he took initiative to promote cooperation in the regional tourism industry through outreach to the business community. He worked with veterans groups to develop opportunities that link unemployed veterans with job opportunities in the casino industry. He also assisted the Department of Corrections, the State Parole Board, and the New Jersey Judiciary with their shared goal to increase employer awareness of the many advantages of employing rehabilitated, trained and skilled workers who have successfully exited the criminal justice system.

His vast experience includes serving as the chairman for the State Parole Board, as United States Marshal for New Jersey, and as sheriff of Cape May County for six terms. He coordinated two of the largest Fugitive Safe Surrender Programs in the nation and managed security for the Fort Dix Five Terrorist Trial in Camden. The suspects were all convicted of plotting an armed attack at the military base. He was the U.S. Marshals' Service Liaison for New Orleans during Hurricane Katrina. As liaison, he assisted with jail evacuations and provided key law enforcement support.

As chairman of the State Parole Board, Plousis partnered with government, non-profit and private agencies to connect ex-prisoners with vocational, mental health and other key services. He also spearheaded efforts to address the needs of veterans in the criminal justice system.

Plousis serves on the Advisory Board of the Lloyd D. Levenson Institute of Gaming, Hospitality and Tourism at Stockton University. He is an active volunteer for several organizations, including Hand to Hand for Haiti. He is a graduate of Slippery Rock University and Rutgers University's Public Manager Program. He lives in Ocean City and has two adult children.

## **COMMISSION MEMBERS**



Vice Chair

Alisa Cooper was appointed Commissioner in August 2012. In 2014, she was reappointed to a five year term.

Cooper joined the Commission during a very challenging time for gaming in Atlantic City. As a Commissioner and with her extensive background and knowledge of the area, she

has been involved in major decisions, allowing the industry to adapt to a changing market, re-invent itself, and attract visitors for more than just gambling.

Born and raised in Atlantic City and an alumna of Atlantic City High School, Cooper earned a Bachelor of Science degree in Music Education from the University of Maryland. Upon graduation, she returned to Atlantic City where she had a successful career in the music and entertainment industry, owning "Alisa Cooper Orchestras" for several decades. Her lifelong passion for music also led to a long career as a music educator. In 2008, Cooper was appointed to the New Jersey State Council on the Arts, which enabled her to further promote music and the arts throughout the state.

In 2005, Cooper was elected to the Atlantic County Board of Chosen Freeholders and was re-elected in 2008. As an elected official, she served on various committees that positively impacted the lives of Atlantic County residents. Over her distinctive career as a professional musician, businesswoman, public official, and music educator, she has received numerous awards for her charitable activities. She has helped raise thousands of dollars for The Community Food Bank of South Jersey and the Atlantic County Animal Shelter. In 2014, Cooper was inducted into the "Atlantic County Women's Hall of Fame" for her commitment to public service and government.

Currently, she sits on the Board of the Community Foundation of South Jersey and is actively involved with a large number of community, philanthropic, and civic organizations.

Cooper lives in Linwood with her husband Doug Little and their son, David Cooper Little, a recent graduate of Delaware Law School-Widener University and licensed attorney.



**Sharon** Anne Harrington became a Commissioner in July 2009. She was reappointed in June 2013.

During Harrington's tenure, the industry was challenged with competition and economic turmoil, evolved from gaming-centric to a diversified entertainment destination, and rebounded

Commissioner

with the introduction of Internet gaming and sports wagering.

Previously, Harrington served as Chair and Chief Administrator of the New Jersey Motor Vehicle Commission. Under her leadership, services were modernized and streamlined and it was regarded as one of the most successful agencies in the state. She was Vice Chair of the Region 1 Board of Directors of the American Association of Motor Vehicle Administrators and sat on the International Board.

Harrington has served as State Director for two U.S. Senators. Private sector experience included Managing Partner of Public Strategies Impact, a Government Relations/Public Affairs firm. Under four governors, she served as Chair of the New Jersey State Council on the Arts, working with policy leaders to advance support for the arts and cultural initiatives. She has served as a Commissioner of the State Ethics Commission, Urban Enterprise Zone Authority, and New Jersey Cemetery Board.

Currently, she serves as Chair of Art Pride New Jersey, the state's largest arts service organization. Harrington is also an active member of the Atlantic City Arts Foundation Advisory Committee. Previous community and philanthropic service includes, The Kennedy Center President's Advisory Council on the Arts, Atlantic City Special Improvement District Advisory Committee, New Jersey Symphony Orchestra, New Jersey Shakespeare Festival, Passage Theatre, New Jersey Performing Arts Center, Women of Irish Heritage of the Jersey Shore, as well as The New Jersey Cultural Trust.

Harrington is a graduate of Glassboro State College, now Rowan University, where she served on the Alumni Board and is currently a member of the President's Forum. She is married to George Sullivan. They reside in Bradley Beach.

## ACTIVITIES

Public Meetings Public Engagements

Continuous Studies

#### **Licensing Casinos**

Economic and Financial Matters

#### Licensing Casino Key Employees

Key Licensing Interactions

#### Hearings and Appeals

The Casino Control Commission (Commission) is the **independent licensing authority** of New Jersey's casinos and its key employees. As a quasi-judicial panel, the Commission conducts hearings on contested casino key employee license matters as well as appeals from decisions of or penalties imposed by the Division of Gaming Enforcement (Division).

The Commission is comprised of up to three members, appointed by the Governor and confirmed by the State Senate. Commissioners serve staggered, five-year terms and can only be removed for cause. By law, no more than two Commissioners can be of the same political party, a requirement that provides political balance on the panel.

The success and ongoing viability of the gaming industry remains inextricably linked to the public's confidence that the State of New Jersey will ensure that people in the industry possess good character, honesty and integrity. Stewardship over that public confidence is a principal responsibility of the Commission and its Chairman.

The Commission's regulatory efforts through the years have helped create an environment in which New Jersey's casinos can prosper and from which the citizens of New Jersey benefit. With proper regulatory controls, the industry serves as a catalyst to create economic benefits for Atlantic City, the Greater Atlantic City Region, and the entire State of New Jersey.

The Commission holds regular public meetings to consider and render decisions upon applications for licensure and related determinations after consideration of all pertinent information and filings including the investigative results and recommendations of the Division.

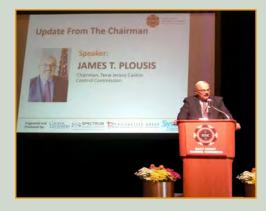
## **PUBLIC MEETINGS**



he Commission provides transparency in administering its duties and responds to requests for information, interviews, and speaking engagements. Highlights:

- Responded requests for to • information and/or documents under the Freedom of Information Act and the Open Public Records Act (OPRA). In responding to OPRA requests, hundreds of records were reviewed.
- Responded to requests for information from the media and other gaming jurisdictions.
- Leveraged the Commission's website to provide public access to open data.
- Interacted with government officials and other stakeholders on a myriad of topics providing information and charts as requested.

- Provided data and background information for an academic study of the systematic risks of New Jersey's casinos.
- Participated in several speaking engagements. Below, Chairman Plousis provides an update on casino gaming in Atlantic City at the East Coast Gaming Congress & NexGen Gaming Forum.



## **GAMING AND NON-GAMING STUDIES**





## **O** LICENSING CASINOS

The Commission licenses New Jersey's casinos and Internet gaming affiliates of casinos. The Commission also rules on the qualification of persons and entities required to qualify in conjunction with a casino license. Applicants are required to establish, among other things, their financial stability, integrity, responsibility, business ability and experience necessary to establish and maintain a successful, efficient casino operation. Highlights:

#### AC Ocean Walk, LLC and AC Beachfront, LLC

Considered and approved the Divestiture Trust Agreement, Transfer of Interest by a Corporate Licensee to the Divestiture Trust, and qualification of the Trustee of the Divestiture Trust.

Found appointees qualified to serve as members of the Audit Committee.

Granted Interim Casino Authorization to Luxor Capital Group, LP.

#### Caesars Entertainment Corporation

Found appointee qualified to serve as Director and member of the Audit Committee, Regional President, Atlantic City Properties as members of the Board of Directors of CEC, Acting General Counsel, and Chief Legal Officer.

#### DGMB Casino, LLC and Resorts Digital, LLC

Found appointee qualified to serve as a member of the Audit Committee and a member of the Compliance Committee.

#### HR Atlantic City, LLC and Boardwalk 1000, LLC

Found appointee qualified to serve as a member of the Audit Committee.

#### MGM Resorts International

Found appointees qualified to serve as outside directors. Qualified new officers in connection with MGM's corporate restructuring.

Tropicana Atlantic City, Eldorado Resorts, Inc. and Tropicana Entertainment, Inc.

Issued a ruling that Tropicana Entertainment, Inc. must hold a casino service industry enterprise license and approved the intracompany sublease by and between Tropicana Entertainment and Tropicana Atlantic City.

Found Eldorado Resorts, Inc. and its entity and individual qualifiers plenary qualified as the new parent holding company of the casino licensee. Guided by its mission to promote public confidence and trust in the credibility and integrity of the gaming industry, the Commission analyzed and considered economic and financial aspects of matters within the scope of its statutory responsibilities. Highlights:

Gaming revenue including slot machine, table game, Internet and sports wagering.	Economic analy ownership cha <b>Casino Resort</b> Atlantic City in decision makers licensure of	Information regarding the <b>Casino Property</b> <b>Tax Stabilization</b> <b>Act of 2016</b> (PILOT).	
Financial records filed with the Commission by applicants.	Market share, operating profit, and expenses of the Atlantic City casinos.	Economic concentration in the casino industry.	Non-gaming and gaming revenues including third party business sales.

## **O** REVENUE CERTIFICATION

REVIEWS, AUDITS, CERTIFIES, CONFIRMS, AND MAINTAINS FORECASTS OF CASINO PARKING FEE REVENUE (Section 173.5 of the Casino Control Act) Certified Parking Fee Revenue Certified Parking Fee **\$4 Million** Funded Revenue of of \$459.04 Million Programs to Benefit \$24.01 Million\* (over 15 years) Aged and Disabled Residents of the State\* **\$20.01 Million** Remitted to the Casino Reinvestment **Development Authority** (CRDA) for the Benefit of Atlantic City\*

\*Figures for FY 2019

Total casino industry parking spaces: **43,982**. For more detailed information on the number of spaces and parking fee revenue, see pages 62 and 63.

## **CASING CASINO KEY EMPLOYEES AND CASINO QUALIFIERS**

The Commission licenses persons involved in the operation of a casino in a supervisory capacity or empowered to make discretionary decisions on casino operations; persons empowered to make discretionary decisions on the management of an approved casino hotel and other persons the Commission designates as casino key employees. Highlights:

#### AC Ocean Walk, LLC

Issued initial casino key employee license and qualification for the Vice President Player Development.

Granted resubmitted casino key license and qualification for the Senior Vice President Legal and General Counsel.

Issued temporary casino key license and permission to assume duties, pending qualification, for the Senior Vice President Marketing and Chief Marketing Officer and Vice President of Gaming Operations.

#### Caesars Entertainment Corporation

Issued temporary casino key license and permission to assume the duties, pending qualification, for the Director of Caesars Entertainment Corporation.

#### DGMB Casino, LLC and Resorts Digital Gaming, LLC

Issued plenary casino key employee license and qualification for the Vice President of Casino Marketing.

#### GNAC, LLC and Fertitta Entertainment, Inc.

Issued temporary casino key license and permission to assume the duties, pending qualification, for the Vice President of Casino and Hotel Technologies.

#### HR Atlantic City, LLC and Boardwalk 1000, LLC

Issued plenary casino key employee license and qualification for the President and General Manager, the Chief Financial Officer, Executive Vice President, Secretary, Treasurer, and Vice President of Hotel Operations.

Marina District Development Company, LLC and MGM Resorts International Inc.

Issued initial casino key employee license and qualification for the Vice President of Race and Sports.

Issued plenary casino key employee license and qualification for the Vice President of Regional Compliance and the Vice President of IT Operations.

> Tropicana Atlantic City Corp, Eldorado Resorts, Inc., and Tropicana Entertainment, Inc.

Issued temporary casino key employee licenses and permission to assume duties, pending qualification, for the Vice President and General Manager and the Chief Financial Officer.

Issued plenary casino key employee license and qualification for the Director of Information Technology.

## **O KEY LICENSING ACTIVITIES**



## **O** HEARINGS AND APPEALS

As a quasi-judicial panel, the Commission **provides administrative due process to all applicants and licensees** and hears contested casino key employee license matters as well as appeals from decisions or penalties imposed by the Division. 2019 Highlights:

52	1	Resulted in suspension pending adjudication
Contested cases opened involving financial,	9	Resulted in denials due to disqualifying criteria
criminal, and character issues	49	Resolved cases

Translating its vision and values into action, the Commission openly fosters partnerships and collaborates with New Jersey stakeholders. Leveraging its knowledge and experience, the Commission teamed with its partners to promote opportunities for participation in the casino industry.

## VETERANS' CASINO CAREER FAIR

The Veterans' Casino Career Fair was open to all Active Duty, National Guard, Reservists, Veterans, and their spouses and provided job seekers an opportunity to interact with all nine casinos in one visit. This event was organized and hosted by the Commission and the American Legion with support from the State Parole Board and Casino Reinvestment Development Authority. Attendees were also offered assistance with interviewing skills and resume writing techniques.

The N.J. Department of Military and Veterans Affairs, Division of Gaming Enforcement, N.J. Division on Civil Rights, the U.S. Department of Veterans Affairs, Atlantic Cape Community College, and Stockton University also provided information and assistance.





Chairman Plousis and Commission staff hosted the Greater Atlantic City Chamber of Commerce Reentry Program and the Criminal Justice for the Gaming Industry Reentry Program.

The Commission, along with the Division of Gaming Enforcement, N.J. Department of Corrections, N.J. Department of Labor and Workforce Development, and the N.J. State Parole Board, hosted these events to promote various benefits available to employers who hire individuals exiting the criminal justice system.

The Commission also participated in the **Second Chance Career & Resource Expo** and the **Cumberland County Library Reentry Program** to provide information to inmates preparing for release.

The Commission participated in events hosted by the N. J. Judiciary for expungement and safe surrender, attended an **Expungement Seminar** at Mount Zion Baptist Church of Pleasantville, the **Atlantic City Community Safe Surrender—"Connecting You to the Path of Success**", and a **Community Safe Surrender & Expungement Seminar** in Cape May County. The event included representatives from several local social service and public agencies.

As the Independent Licensing Authority of New Jersey's casino industry, the Commission attends local and regional events providing information on casino key licensing requirements and forms. The Commission was in attendance at the Atlantic City Airshow to assist veterans and others with licensing information.

From top to bottom: N.J. Department of Corrections Acting Commissioner Marcus O. Hicks, Esq. Casino Control Commission Chairman Plousis and Commission staff Patrick Ealer and Glenn MacFadden, Chairman Plousis, and Michael Epps, Esq.

## **O** INTERGOVERNMENTAL COLLABORATION

#### **Budget and Expenditure**

Collaborated with the Department of Treasury, Administration, Office of Management and Budget, Accounting Bureau, Contracts Compliance, Property Management and Construction, and Purchase and Property to facilitate effective and efficient processes.

#### Facilities

Assisted Arcade Building partners and coordinated with the Department of Treasury to address facility needs such as consolidation, maintenance, parking, and security.

#### Environment



Volunteered in the Department of Transportation's Adopt-A-Highway litter removal program.

#### Governance

Completed the agency's Internal Control Review in cooperation with the Department of Treasury as required by the state.

#### Cybersecurity



Coordinated with the N.J. Office of Homeland Security and Preparedness on cybersecurity initiatives. Hosted a cybersecurity presentation for employees.

#### **Employment Practices**

Maintained documentation for filing with the state's Division of Equal Employment Opportunity/ Affirmative Action and monitored agency practices for compliance with related policies.

#### Governor's Internship Program



Partnered with Stockton University to offer internship opportunities in several disciplines.

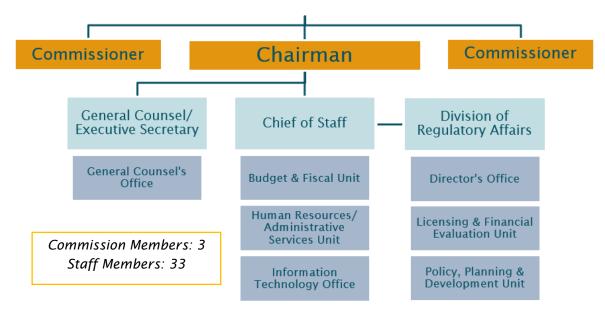
#### Compliance

Ensured compliance with Treasury Circular Letters, Executive Orders, and other directives, including all Federal and State laws and mandates.

#### Personnel

Worked with the Civil Service Commission to process personnel actions and to facilitate training such as mandated Ethics training, technology training, and the maintenance of professional licenses.

## NEW JERSEY CASINO CONTROL COMMISSION



n line with its vision and core values, the Commission reinforces the importance of a work environment focused on maximizing its knowledge in order to operate responsibly, efficiently, and with integrity. Highlights:



CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

## **BUDGET SUMMARY**

FOR THE FISCAL YEARS ENDED JUNE 30

	FY 2017	FY 2018	FY 2019
Request	\$7,738,000	\$7,513,000	\$7,319,000
Appropriations	\$7,738,000	\$7,513,000	\$7,319,000
Expenditures	\$6,183,901	\$5,725,744	\$5,363,821
Resources Not Spent	\$1,554,099	\$1,787,256	\$1,955,179

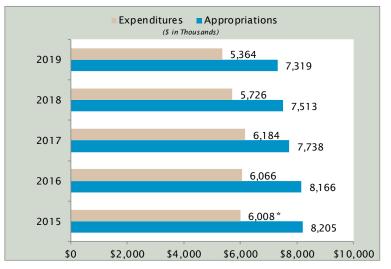
### **BUDGET COMPARISON BY APPROPRIATION UNIT**

	FY 2	017	FY 20	018	FY 2	019
(\$ in Thousands)	Appropriated	Expended	Appropriated	Expended	Appropriated	Expended
Salaries & Fringe Benefits	\$5,543	\$4,526	\$5,256	\$4,263	\$5,062	\$3,952
Materials & Supplies	\$ 84	\$ 60	\$ 84	\$ 78	\$ 84	\$ 65
Services Other Than Personal	\$ 350	\$ 290	\$ 600	\$ 292	\$ 600	\$ 279
Maintenance & Fixed Charges	\$1,466	\$1,088	\$1,333	\$1,067	\$1,333	\$ 914
Special Purpose	\$ 20	\$ 14	\$ 20	\$ 10	\$ 20	\$4
Capital Additions & Equipment	\$ 275	\$ 206	\$ 220	\$ 16	\$ 220	\$ 150
TOTALS	\$7,738	\$6,184	\$7,513	\$5,726	\$7,319	\$5,364

FOR THE FISCAL YEARS ENDED JUNE 30

## **FINANCE STATISTICS**

FOR THE FISCAL YEARS ENDED JUNE 30



<sup>\*</sup>Includes a \$390,000 multi-year property tax appeal reimbursement.

n line with its vision to be a key partner and catalyst in **promoting the general welfare, health, and prosperity**, the Commission participates in the community to increase awareness of issues and opportunities and maintains a positive and professional work environment for its staff. Highlights:

## O HEALTH AND WELFARE



Acknowledged March as Problem Gambling Awareness Month and participated in several Responsible Gambling Workshops throughout the year.

Gambling problem? Call 1-800-GAMBLER



Offered First Aid Certification courses and hosted an on-site Flu Shot Clinic for employees.

Hosted several presentations regarding general welfare, including an update on the Arts in Atlantic City as well as Active Shooter Training.



Hosted and participated in American Red Cross blood drives.



Chairman Plousis and Vice Chair Cooper supported the Atlantic City Police Foundation.

## **C** RECOGNITION



State of NJ Employee Recognition Day

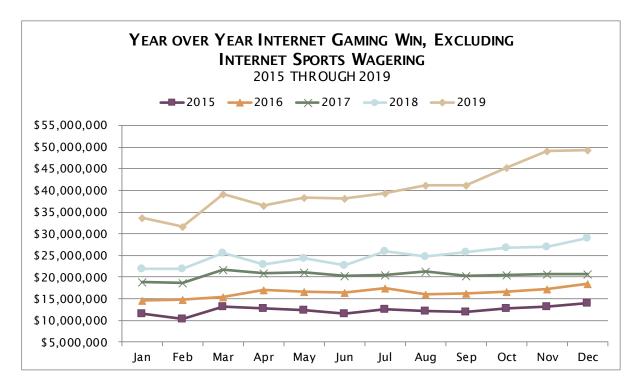


Years of Service Awards



Best Official NJ Government Publication Award

nternet Gaming Win was **\$482.7 million**, an increase of almost **\$184 million** or **61.6 percent** for the year ended December 2019. Internet Gaming Win grew impressively in each of the twelve months with monthly increases ranging from a low of 44% to a high of 82%. Resorts Digital led the market with the largest year-over-year increase of \$54.8 million or 121 percent. The chart below illustrates the continued and significant growth of Internet gaming.



The popularity of online offerings continued to grow with the addition of four new authorized sites, the addition of a variety of new games, and the availability of "live" dealers from several sites, excluding sites at Ocean Casino and Tropicana. Internet gaming has also benefited from the implementation of Sports Wagering.

Internet Gaming Gross Revenue since inception exceeded **\$1.5 billion** in 2019 and Internet Gross Revenue Tax since inception was nearly **\$226 million**. See page 48 for more detailed information on Internet Gaming Win by licensee.

## **O** INTERNET **GAMING HIGHLIGHTS**

Caesars Interactive Entertainment

- Throughout the year, on-line poker tournaments were plentiful and included: Tuesday Showdown, Sunday Tournaments, and 2019/20 WSOP Circuit.
- WSOP.com was voted Poker Operator of the Year by American Gambling Awards-Gambling.com.



#### Caesars Interactive Entertainment

- In September, a patron won a \$228,285 jackpot on the WSOP.com site.
- Internet gaming promotions held throughout the year were numerous and included: 100% Deposit Match up to \$600, Welcome Week Freerolls, Hero Freerolls, First Time Deposit Match up to \$300, Get up to \$2,000 with 50% Match, \$20 Free No Deposit Necessary, \$1,500 Welcome Bonus, \$500 Casino Freeroll, \$100K Sunday, Sit and Go Leaderboards, \$10 Free No Deposit Necessary, and \$500 Welcome Bonus.

#### Borgata Hotel Casino & Spa

- In March, BorgataCasino.com debuted Mercy of the Gods, an exclusive online slot game.
- In March, a patron won a jackpot of \$667,700 playing Lotus Land on BorgataCasino.com. Five additional jackpots of over \$200,000 were won online.
- In September, the two MGM sites (PlayMGMcasino and poker.com) were updated, rebranded, and relaunched as BetMGM.com sites. All customers were given a BetMGM bonus code for \$25.
- Throughout the year, on-line poker tournaments were plentiful and included: Sunday \$35,000 Guaranteed Tournament, Sunday \$40K Tournament, Daily \$10,000 Guaranteed events, \$5K Re-buy, Mega Tuesday \$535 Six-Max, Daily Free Roll, and Old School Tournament.

gaming promotions held Internet throughout the vear included: Bonus Dollars Challenge, Valentine's Day Giveaway, Mercy of the Gods \$20,000 Sweepstakes, Free Spins to Win, Cash Back Mondays, Wednesdays, Moneyline Wacky Monday, Multiplier Monday, Three Spins Thursday, Bonus Dollars Fridays, Sundaes, Click & Summer Win Sundays, Casino Free Spins, Double Cashback. Road to the Superbowl, \$5 Free Tournament Money, \$10 Free Poker, Friday 50, and The Grind.

#### Golden Nugget Atlantic City

- In February, BetAmerica launched nj.betamerica.com along with Churchill Downs, bringing Golden Nugget's total authorized websites to four (one site has two domain names).
- In October, Golden Nugget became the first casino in U.S. history to generate more monthly revenue from Internet gaming site than from brick and mortar slots and table games.
- During the year, twenty jackpots ranging between \$100,000 and a little over \$300,000 were won online.
- EGR North America Awards selected Golden Nugget as 2019 iGaming Operator of the year for the third year in row.
- Internet gaming promotions held throughout the year included: 100% match on First Deposit Up To \$1,000, \$10 Sign-Up Bonus, \$1,000,000 Streak, Spin to Win, \$1 Million Race: Red White & Bonus Blast, and The Points Challenge.

#### Hard Rock Hotel & Casino

- In January and December, jackpots of \$113,831 and \$103,496, respectively, were won playing Divine Fortune on the hardrockcasino.com site.
- In June and August, launched nj.unibet.com and nj.bet365.com, respectively, offering players a sign-up bonus of 50 free spins with no deposit required.
- Internet gaming promotions held throughout the year included: Sign Up Bonus 50 Free Spins, \$1,000 Bonus On Your First Deposit, Wild Wheel Cash Prize, One Million One Winner, \$40,000 Birthday Celebration, Passport Holidays, Dual Play, Refer A Friend, 20x20 Weekly Challenge, Hard Rock Passport, and Slot Tournaments.

#### Ocean Casino Resort

- In October, launched nj.parxcasino.com. The site has its own reward card which can be used at both New Jersey's and Pennsylvania's online sites.
- Offered nine slot games exclusive to oceanonlinecasino.com, including Roaring Reels, Big Prize Bubblegum, Winning Wolf, and Eagle Bucks.
- Internet gaming promotions held throughout the year included: Welcome Week \$25 in Bonuses Plus 50 Free Spins, First Deposit Bonus 100% Match up to \$500, Up to 65 Free Spins, Win-Win Leaderboard, Friday Facebook Freeplay, Get 20 Free Spins, Fortuna Wheel, and Refer a Forever Friend.

#### Resorts Digital Gaming

- In April, a patron won a jackpot of \$294,843 playing Divine Fortune on the resortscasino.com site.
- In October, pokerstarsnj.com held the New Jersey Championship of Online Poker with 50 events guaranteeing over \$1 million.
- Draftkings was voted Best Digital Operator by *Global Gaming Awards Las Vegas 2019.* This award demonstrates the complementary nature of online slots, poker, and table games with sports wagering.
- Internet gaming promotions held throughout the year included: Double Spin on Daily Games, Columbus Day Giveaway, Pasta Day Giveaway, National Relaxation Day, \$7,500 Bonus Giveaway, \$1,000 Giveaway Sundays, Cashback Thursdays, Three Shots at \$3 Million, Mo Money Mondays, Double Spins Tuesdays, 10X Entries to the \$1,500 Weekly Drawing, and 100% Matching Bonus up to \$1,000.

#### Tropicana Atlantic City

- In September, a patron won a jackpot of \$612,488 playing Wonderland on virgincasino.com.
- Internet gaming promotions held throughout the year included: Play Now And Get Up to \$100 Cash Back, Up To \$350 Bonus Slot Dollars, Free Daily Games, Community Jackpots, Refer a Friend Get \$50 Bonus Money, All Hallow's Giveaway, Touchdown Bonus, The Big Game Bonus, Bonus Blitz, and Suite Destination.

#### ATLANTIC CITY INTERNET GAMING WEBSITES FOR THE YEAR ENDED DECEMBER 31, 2019

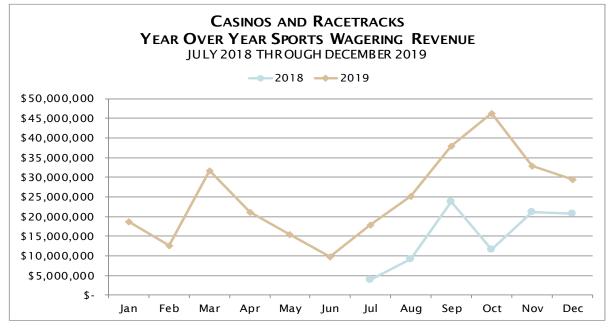
LICENSEE	APPROVED FOR FULL PLAY	AUTHORIZED WEBSITES (32)	PLATFORM PROVIDER
Caesars Interactive Entertainment (affiliate of Caesars	Nov. 25, 2013	HarrahsCasino.com WSOP.com us.888.com us.888poker.com us.888casino.com	888
AC )	Nov. 25, 2013	CaesarsCasino.com	Scientific Games Digital (SGD)
	Nov. 25, 2013	Borgatacasino.com Borgatapoker.com NJ.Partypoker.com	Roar
	Jul. 25, 2017	casino.nj.betmgm.com poker.nj.betmgm.com	Roar
Borgata	Mar. 14, 2018	NJ.Partycasino.com	Roar
	Nov. 19, 2014	palacasino.com palabingousa.com	Pala Interactive
	Jun. 6, 2017	palapoker.com	Pala Interactive
	Jul. 25, 2017	scorescasino.com	Pala Interactive
	Dec. 1, 2015	goldennuggetcasino.com nj-casino.goldennuggetcasino.com	SGD
Coldon Nuggot	Nov. 21, 2014	betfaircasino.com	GAN
Golden Nugget	Sep. 10, 2016	playsugarhouse.com	Rush Street Interactive
	Feb. 1, 2019	nj.betamerica.com	SBTech
	Jul. 3, 2018	hardrockcasino.com	Gaming Innovation Group (GiG)
Hard Rock	Jun. 1, 2019	nj.unibet.com	SGD
	Aug. 22, 2019	nj.bet365.com	Bet365
Occur Descrit	Jul. 15, 2018	oceanonlinecasino.com	GAN
Ocean Resort	Oct. 4, 2019	nj.parxcasino.com	GAN
	Feb. 25, 2015 Jul. 24, 2015	resortscasino.com mohegansuncasino.com	SGD
Resorts Digital (affiliate of Resorts)	Mar. 21, 2016	pokerstarsnj.com	The Stars Group
	Dec. 17, 2018	Draftkings.com	DraftKings
Tropicana	Tropicana Nov. 25, 2013 tropicanacasino.co		GameSys

Note: Internet permits and approval to do business with the intermediaries granted by Orders and Actions of the Director of the Division of Gaming Enforcement.

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

## **SPORTS WAGERING**

**S** port Wagering Revenue for the Atlantic City casinos was **\$124 million** and **\$176 million** for New Jersey racetracks for the first full calendar year of operation. The chart below illustrates the continued growth of Sports Wagering. See page 49 for more detailed information on Sports Wagering Revenue.



## 🗘 2019 Highlights

Over **\$4.5** Billion in Sports Wagering Handle Over **\$4.6** Million in Brick and Mortar Sports Wagering Tax Revenue Over **\$31.8** Million in Internet Sports Wagering Tax Revenue

Over **\$299** Million in Sports Wagering Gross Revenue<sup>1</sup>

## O SINCE INCEPTION HIGHLIGHTS

Over **\$5.8** Billion in Sports Wagering Handle Over **\$393** Million in Sports Wagering Gross Revenue<sup>1</sup>

Over **\$46.9** Million in Brick and Mortar and Internet Sports Wagering Tax Revenue

Over **153** key licensed individuals have been identified by the Commission to oversee Sports Wagering

Sports Wagering Gross Revenue Tax Rate: casino and racetrack sports pool lounges **8.5%**  Internet Sports Wagering Gross Revenue Tax Rate: casinos and racetracks **13%** 

<sup>1</sup>Sports Wagering Gross Revenue is not win and is maintained on a cash basis. Monthly Sports Wagering Revenue reflects the sum of all wagers ("handle"), less only the payouts on winning wagers. The deduction for payouts is limited to only "completed events" for the month and redeemed winning tickets. Wagers made on a "future event" are included in Sports Wagering Revenue in the month the wager was made, but payouts are deducted after the event is held and winning wagers redeemed. On a monthly basis, Sports Wagering Gross Revenue may be volatile due to "uncompleted events" and unredeemed winning tickets.

6	CASINO CONTROL COMMISSION				
	CASINO CONTROL COMMISSION 2019 ANNUAL REPORT				

## **SPORTS WAGERING**

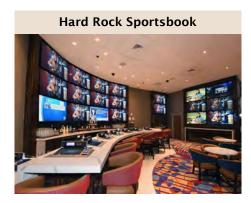
#### Private Fan Cave at Bally's The Book



15,200 square feet permanent Sports Book Room opened in June, 2019

- Self-service beer wall
- Seating for over 150
- Five Fan Caves

Part of Caesars Rewards Club. **Promotions** held throughout the year included: Football Kick Off Gift Giveaway, First Deposit Sports Bet Welcome Bonus, and Soccer Parlay No-lose Bet.



3,800 square feet permanent Sports Book Room opened in March, 2019

- Seating for 50
- Full service bar
- 60 Televisions

**Promotions** held throughout the year included: Risk-Free \$100 Bet, 20X20 Weekly Challenge, Bet \$100 Get a Free Burger at Hard Rock Café, and Pro Football Pick'Em Challenge.

#### Borgata's Moneyline Bar & Book



8,000 square feet permanent Sports Book Room opened in June, 2019

- High top tables, booths, couches, and lounge chairs
- Reserved VIP seating

Part of M Life Rewards. **Promotions** held throughout the year included: \$25 Sign-up Bonus Dollars, Bet \$10! Get \$10!, Meet the Pros, and First Bet Risk Free up to \$300. The Sportsbook at Golden Nugget



- 2,500 square feet permanent Sports Book Room opened in August, 2018
- 50 TV Screens & Five Video Walls
- Entire room non-smoking
- Food & Beverage Waitress Service

**Promotions** held throughout the year included: \$50 Risk Free Bet, Golden Lines, Daily Odds Boost and Parlay Boost.

## SPORTS WAGERING HIGHLIGHTS

- Casinos continued to invest millions in the construction of Sports Book Rooms and Lounges.
- Sports Wagering Handle for New Jersey's first Super Bowl was \$35 million.
- In February, New Jersey became the first state in the U.S. to accept legal sports wagers on the Oscars.
- In September, Governor Murphy signed legislation that permits casinos to accept wagers on a sports event provided the casino does not share ownership in a participating team. Under prior law, Golden Nugget was precluded from accepting wagers on any National Basketball Association game.
- Several casinos offered viewing parties, sports betting tutorials, and opportunities to meet sports players.

## SPORTS WAGERING HIGHLIGHTS

- Throughout the year, the casinos added eleven additional authorized Internet sports wagering sites to bring the total number of casino sites to fourteen and New Jersey's total number of sites to nineteen.
- Internet Sports Wagering Revenue accounted for over 80% of total Sports Wagering Revenue.
- Traditional sports wagering companies such as DraftKings and FanDuel have expanded Internet operations into slots and table games.
- In August, Borgata's Moneyline Bar & Book was named Best Sports Book by Philadelphia Magazine's "Best of Philly."
- Several casinos and sports wagering operators developed partnerships with professional sports leagues such as the National Hockey League and the National Basketball Association.

The Book at Harrah's



3,800 square feet permanent Sports Book Room opened in May, 2019

- Extra plush seating
- Food service by AC Burger Co.
- Two Fan Caves

Part of Caesars Rewards Club. **Promotions** held throughout the year included: \$10 Free Sports Bet No Deposit Required, Weekly Football Pick 'Em Challenge, and First Deposit Welcome Bonus.

William Hill Sportsbook at Ocean



7,500 square feet permanent Sports Book Room opened in September, 2018

• Entire room is non-smoking

Part of William Hill Sports Rewards Club. **Promotions** held throughout the year included: Bet \$50 Get \$50, \$2 Dingers, \$10 Bonus for \$100 of Baseball Bets, and viewing parties with drink specials.



DraftKings Sportsbook at Resorts



5,000 square feet permanent Sports Book Room opened in November, 2018

- VIP seating with food & bottle service
- 15 Foot video wall

Separate DK Rewards Program. **Promotions** held throughout the year included: Sign-up Bonuses, Guess the Footballs Challenge, NFL Jersey Giveaway, and Basketball Championship Challenge. William Hill Sportsbook at Tropicana



5,000 square feet permanent Sports Book Room opened in March, 2019

- Video display showing 16 games
- Entire room is non-smoking Reserved VIP seating

Part of William Hill Sports Rewards Club. **Promotions** held throughout the year included: Introductory Bet \$50 and Get \$50 offer, Golden Strikeout Mondays, and Free Pizza on National Pizza Day.



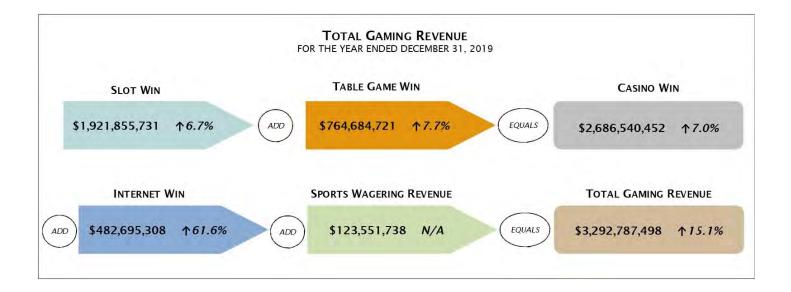
## **SPORTS WAGERING**

## NEW JERSEY INTERNET SPORTS WAGERING SITES FOR THE YEAR DECEMBER 31, 2019

	LICENSEE	APPROVED FULL PLAY	OPERATOR/ PARTNER	SPORTS BOOK PROVIDER	AUTHORIZED SITES (14 Authorized Sites)
	Resorts Digital	08/06/18	DraftKings	Kambi	draftkings.com
		01/31/19	Resorts Digital Gaming	SBTech	resortscasino.com
		08/31/19	The Stars Group	The Stars Group	nj.foxbet.com
	Borgata	05/14/19	MGM Resorts Int.	Roar	borgataonline.com
		09/05/19	MGM Resorts Int.	Roar	sports.nj.betmgm.com
C A S	Golden	02/07/19	Churchill Downs	SBTech	nj.betamerica.com/sports
I N	Nugget	02/19/19	Golden Nugget	SBTech	nj-casino.goldennuggetcasino. com/sports/
O S	Bally's AC (affiliate of Caesars Interactive Entertainment)	09/06/18	Caesars Interactive Entertainment	SGD OpenBet	caesarscasino.com
		09/10/18	Caesars Interactive Entertainment	Kambi	us.888sport.com
	Ocean Casino	09/07/18	William Hill	William Hill	nj.us.williamhill.com
	Hard Rock	01/26/19	Hard Rock	Gaming Innovation Group	hardrockcasino.com/ sportsbook
		08/30/19	Bet365	Bet365	nj.bet365.com
		09/10/19	Unibet Interactive, Inc.	Kambi	nj.unibet.com
	Tropicana	01/25/19	William Hill	William Hill	nj.us.williamhill.com
R	LICENSEE	APPROVED FULL PLAY	OPERATOR/ PARTNER	SPORTS BOOK PROVIDER	AUTHORIZED SITES (5 Authorized Sites)
Α	Meadowlands	09/06/18	FanDuel Group	FanDuel Group	sportsbook.fanduel.com
C E T R		12/15/18	PointsBet New Jersey	PointsBet New Jersey	pointsbet.com
	Monmouth Park	09/07/18	William Hill	William Hill	nj.us.williamhill.com
A C K		10/16/18	Rush Street Interactive	Kambi	playsugarhouse.com
S		08/24/19	Score Digital Sports Ventures	Betworks (US)	thescore.bet

## **ATLANTIC CITY CASINOS**

Total Gaming Revenue for 2019 was over \$3 billion, a level last seen in 2012 when there were twelve casinos. For the year ended December 2019, Total Gaming Revenue was \$3.3 billion, an increase of \$433 million or 15.1percent, representing the fourth consecutive year of growth. As depicted in the chart below, all components of Total Gaming Revenue increased. Growth in Total Gaming Revenue meant a 20% increase in revenue for the state's Casino Revenue Fund, which benefits senior and disabled citizens across New Jersey. See pages 47, 50, 51 and 69 for more detailed information on Total Gaming Revenue and Tax Revenue.





Capital investment in the Atlantic City casino industry on a cumulative basis since 1978, including the initial cost of construction for each property and subsequent capital improvements, totaled \$18.4 billion. Examples of 2019 capital improvements included: the renovations of hotel rooms at Harrah's Atlantic City, the construction of state-of-the-art Sports Wagering Lounges as noted on pages 27 and 28, and the continued addition of nongaming amenities such as new bars at Borgata (Lobby and Piano Bar) and Ocean Casino (Frosé Daiquiri + Dessert Bar).



## BORGATA HOTEL CASINO & SPA

One Borgata Way Atlantic City, NJ 08401 609-317-1000 www.theborgata.com

In June, a player won \$216,000 on a Triple Double Diamond slot machine.

In July, celebrated the opening of the new MGM Resorts International Teen Center for Economic Youth Development and College Readiness at the Boys & Girls Club of Atlantic City.

In September, announced a capital investment of over \$14 million to add a Lobby Bar and an adjacent VIP check-in, as well as the redesign of 312 suites.

In November, held Savor Borgata Culinary Series for the eighth year. Events included culinary classes and activities, a book signing by Iron Chef Bobby Flay, a Spago Pop-Up at Wolfgang Puck American Grille, and the Ultimate Food Experience.

Also in November, donated approximately 4,000 pounds of food, including 250 turkeys and hams, to Operation Help, benefiting The Community Food Bank of New Jersey (CFB) and its partner charities across South Jersey. A refrigerator for the CFB's Southern Branch location was also donated.

Throughout the year debuted several new slot machines, such as X-Files, Jurassic Park Trilogy, and the Borgata exclusive Westworld.

Voted best Hotel, VIP Services, Table Game Tournaments, Poker Tournaments, High Limit Room, Blackjack, and Live Poker for 2019 by *Casino Player Best of Gaming*. Tournaments held throughout the year included: Borgata Summer Poker Open 2019, \$10,000 Guaranteed Saturday Series, October Monster Stacks, Deepstacks Challenge, \$20,000 Slot Tournaments, and \$500,000 Buy-In Slot Tournament.

Promotions held throughout the year included: \$500,000 Sweepstakes, \$15,000 Bonus Slot Dollars Every 15 Minutes, \$500,000 Sweepstakes, Jeep Wrangler Sweepstakes, \$25,000 Guaranteed Borgata Bowl, \$45,000 High Hand Weekend, Tesla Model X Sweepstakes, and Ford F-150 Father's Day Sweepstakes.

Entertainment held throughout the year included: Sublime, Chicago, Aaron Lewis, The Revivalists, Air Supply, Diana Ross, Josh Groban, Joe Bonamassa, Aerosmith, America, Jerry Seinfeld, Lewis Black, Kevin James, Joe Rogan, Impractical Jokers, Jim Gaffigan, Vic Dibitetto, New Kids on the Block, Gladys Knight, Rob Thomas, The Tubes, Boyz II Men, Miranda Lambert, Sebastian Maniscalco, Cole Swindell, Trevor Noah, Jason Isbell, and Dancing With The Stars: Live!



Lobby Bar at Borgata



## **BALLY'S ATLANTIC CITY**

1900 Pacific Avenue Atlantic City, NJ 08401 609-340-2000 www.caesars.com/ballys-ac

To kick off Memorial Day weekend, reopened its seasonal Beach Bar. Entertainment included DJs and live music.

In June, a player won \$200,200 on a Crazy Joker slot machine.

In November, hosted the Atlantic City Tattoo Expo featuring tattoo artists from around the world. Additional events included live entertainment, tattoo contests, free-play arcade, and parties.

In December, celebrated its 40<sup>th</sup> Anniversary with entertainment, culinary events, and promotions. Bally's noted that it has 46 dayone employees who participated in the celebration events.

Also in December, hosted a Toys for Tots drop off party. Guests who dropped off toys were invited to a dinner party in the Grand Ballroom.

Voted Best Daylife (Beach Bar) by The 2019 Atlantic City Weekly Nightlight Awards.



Inside of the Wild Wild West

Throughout the year offered entertainment and live bands at the Wild Wild West and performances at AC JOKES Comedy Club in the Blue Martini Room.

Promotions held throughout the year included: You Get A Car! Chevrolet Camaro Giveaway, 40th Anniversary Drawings, and \$10,000 Slot Tournament Mondays.



Top: Local businesses part of Atlantic City's North Beach and the "Orange Loop" Bottom: Observation Wheel at Steel Pier, part of Atlantic City's North Beach



## CAESARS ATLANTIC CITY/ CAESARS ENTERTAINMENT

2100 Pacific Avenue Atlantic City, NJ 08401 609-348-4411 www.caesarsc.com/caesars-ac



In June, celebrated its 40th Anniversary with an invitationonly Ruby Anniversary Dinner with Wayne Newton in attendance. The celebration continued throuahout the summer with entertainment, culinary events, and promotions.

In September, a player won \$283,310 on a Willy Wonka slot machine.

Promotions held throughout the year included: \$75,000 Cleopatra's Treasures, 40<sup>th</sup> Anniversary Drawings, and You Get A Car! Chevrolet Camaro Giveaway.

Entertainment held throughout the year included: Champions of Magic, Righteous Brothers, Wayne Newton, The Whispers, Kirk Franklin, Last Podcast on the Left, Darci Lynne, Hanson, Musical Tribute To Carol King, Pete Davidson, John Cleese, Sandy Hackett's Rat Pack Christmas, and A.C. Ballet's The Nutcracker.



In January, announced the rebranding of its Total Rewards loyalty program to Caesars Rewards effective February 2019. Members can earn reward credits for qualifying hotel, dining, and retail spending at all Caesarsaffiliated properties in the United States, Canada, the United Kingdom, and Dubai. Rewards credits can be redeemed for Caesars hotel amenities, casino free play, merchandise, gift cards, and travel.

In October, the Casino Control Commission approved Ronald Baumann as regional president to oversee Bally's, Caesars, and Harrah's properties.

Promotions throughout the year included: Millionaire Maker Sweepstakes, \$200,000 Cash Drawings, 5X and 10X Reward Credit Multiplier, Midweek 2X-5X Progressive Tier Credit Multiplier, Labor Day 2 Car Giveaway, 40th Anniversary Drawings, Stars And Stripes 2 Car Giveaway, Upgrade Your Status 5X Tier Credits, Experience The Empire With Caesars Rewards, \$200,000 Cash Drawings Finale, and \$2,020 Free Play Every 15 minutes.



## HARRAH'S RESORT ATLANTIC CITY

777 Harrah's Blvd. Atlantic City, NJ 08401 609-441-5000 www.caesars.com/harrahs-ac

In June, hosted the Men And Women R' Cookin' event to raise money for the Boys and Girls Club of Atlantic City.

Also in June, the Ms. New Jersey Senior America Pageant 2019 was held.

In November, hosted the "Battle of the Bras" competition and fashion show fundraiser to benefit the American Cancer Society & Making Strides Against Breast Cancer.

Celebrated "National Pet Day" and "National Dog Day" offering guest and their pets nongaming amenities and promotions.

In November, a player won over \$800,000 on a Wheel of Fortune progressive slot machine.

Completed a \$56 million renovation of hotel rooms and suites in the Coastal Tower.

Voted Best Pool for 2019 by *Casino Player Best of Gaming*.

Entertainment held throughout the year included: Paul Reiser, Gary Owen, DL Hughley, The Price Is Right Live-Stage Show, Family Feud Live-Celebrity Edition, Legends In Concert, Alan Tam, Angelah Johnson-Technically Not Stalking, An Evening With Celebrity Housewives, Eddie B: I'm Already Professionally Developed Tour, Robert Cray Band, Marc Cohn and The Blind Boys Of Alabama, Dean Cole, and Colin Mochrie & Brad Sherwood. Promotions held throughout the year included: You Get A Car! Chevrolet Blazer R5 Giveaway, \$5,000 Bingo Blast, and Lucky 7's Drawings.





Top: Conference and Event Center at Harrah's Bottom: Fourth of July fireworks in the Marina District

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT



## **GOLDEN NUGGET ATLANTIC CITY**

Huron & Brigantine Blvd. Atlantic City, NJ 08401 609-441-2000 www.goldennugget.com/atlanticcity/

In January, Wing Wars returned for its third year. Twenty local restaurants competed for the title of South Jersey's Wing Champion.

In February, hosted Super Bowl viewing parties throughout the property.

In May, hosted The MonArc Celebration supporting The Arc of Atlantic County. Attendees enjoyed gourmet tasting stations, open bar, live entertainment, silent auction, sports memorabilia, and a photo booth.

In July, hosted Tito's Cocktails for a Cause, donating \$1 from each cocktail purchased. A check for \$20,283 was presented to the Make-A-Wish Foundation.

Also in July, hosted the 20<sup>th</sup> Annual Fakefest Rock Band Festival with tribute bands honoring legends such as Bob Marley, Tom Petty, Journey, and Bruce Springsteen.

Also in July, a player won \$1,081,144.66 on a Wheel of Fortune slot machine.

In August, the 8<sup>th</sup> Annual International Winefest was held, as well as the 2019 Deckstock 60s Musical Festival.

In September, the 9<sup>th</sup> Annual Craft Beer Festival was held.

In November, held its 7<sup>th</sup> Annual Whiskey Revival.

Continued to offer its customers free (complimentary) Self-Parking.

The Deck at Golden Nugget was voted Bar of the Year for 2019 by *Atlantic City Weekly.* 

Voted Best Hosts, Best Roulette, Best Carnival Games, Best Non-Smoking Casino/ Area, and the Player's Choice Award for 2019 by Casino Player Magazine's Best of Gaming.

Every Friday throughout the year, offered Flashback Fridays with free entertainment featuring tribute bands.

Promotions held throughout the year included: \$100,000 Gift Extravaganza, Bingo Bonanza, 2019 Maserati Quattroporte Giveaway, 2X, 3X, and 4X Tier Credit Multiplier, Upgrade Your Tier Player Card, \$1 Million Golden Gridiron, and Countdown to 2020 \$100,000 Giveaway.

Entertainment throughout the year included: Jerry Blavat, Little Anthony & The Imperials, Johnny Mathis, Tommy Hames & The Shondells, Sinatra Meets the Sopranos, A Tribute to the Beatles' White Album, OPM Hitmakers, The Spinners, 50 Cent, Village People, and Michael Bolton.



## HARD ROCK ATLANTIC CITY

1000 Boardwalk Atlantic City, NJ 08401 609-449-1000 www.hardrockhotelatlanticcity.com

In May, to kick off Memorial Day weekend, reopened its seasonal Beach Bar. Entertainment included DJs on Fridays and Saturdays.

Also in May, a player won \$226,210 on a Quartermania Ghostbusters slot machine.

In June, celebrated its one year anniversary with a weeklong celebration. Events included performances by country star Tim McGraw, a boardwalk parade, opening of the Balcony Bar, the launch of the summerlong \$1 Million-One Winner Guaranteed promotion, and a fireworks display.



In September, hosted the "Celebrate America Parade" honoring American heroes who serve in the armed forces. police officers, firefighters. and

other servicemen and women.

Also in September, hosted the 2019 Miss'd American Pageant.

In October, donated over \$32,000 to the American Cancer Society Making Strides Against Breast Cancer for cancer research and awareness.

In November, hosted "Dancing Under the Atlantic City Stars" fundraiser to benefit the Community Food Bank.

Voted Best Overall Gaming Resort, Suites, Spa, Casino, Players Club, Promotions, Video Slots, Video Poker, Bingo and Favorite Casino Resort to Vacation At for 2019 by *Casino Player Best of Gaming*.

Voted Best Place To See A Show by Best Of The Press 2019.

Voted Best 2019 New Casino by Philadelphia Magazine's *Best of Philly*.

Awarded first place in the 2019 North America Hotel Guest Satisfaction Study Among Upper Hotel Chains by J.D. Power.

Promotions held throughout the year included: Bet and a Burger, \$1 Million – One Winner Guaranteed, Celebrate America Hot Seat, Classic Rockers 55+, Win A Car A Day In May, \$200,000 Free Play Every Saturday In June, New Members \$25 Free Play Or Express Bet Plus \$25 Rocktane Gas, and Win One Of Three BMW Convertibles Every Sunday In August.

Entertainment held throughout the year included: Frankie Valli And The Four Seasons, Keith Urban, Mary J. Blige, Daryl Hall & John Oates, Cage Fury Fighting Championships 77, Journey, Foreigner Double Vision Tour, Whoopi Goldberg, Earth Wind & Fire, The Beach Boys, Toby Keith, Three Dog Night, Daughtry, Jersey Boys, The Doobie Brothers, The Temptations And The Four Tops, Sting, Kenny Chesney, and Alabama.



# **OCEAN CASINO RESORT**

500 Boardwalk Atlantic City, NJ 08401 609-783-8000 www.theoceanac.com

In January, hosted the Youth Cheer and Dance Alliance (YCADA) Globals a familyfriendly event with participants from around the world.

In February, celebrated Chinese New Year with a traditional Lion Dance through the casino floor and hotel lobby.

Also in February, a player won \$240,000 on a Double Top Dollar slot machine.

In June, celebrated its one year anniversary with a weeklong celebration. Events included Wahlburgers Official Grand Opening, 1927 Lounge + Speakeasy Grand opening, a free outdoor track training event at HQ2 Beachclub with a special appearance by Mark Wahlburg, a drawing for a brand-new Mercedes, and fireworks.

Celebrated Christmas in July with a Christmas Pool Party, photos with Santa, a parade, discount shopping specials, and entertainment by Straight No Chaser.

Luxor Capital Group (Luxor) began managing the property and in August, the Commission granted Interim Casino Authorization license to Luxor.

In October, implemented a new customer loyalty program known as Ocean WOW Rewards Club, offering a multi-tiered program with benefits such as suite upgrades, free cabanas, and eligibility to earn Chairman Status which includes luxury gift options such as a one-year lease on a Mercedes-Benz. Partnered with the new Atlantic City Arena Football League team as the official host hotel for the 2019 season.

In December, Terry Glebocki was named permanent CEO.

Voted Best Hotel Lobby, Best Rooms, Best Comps, and Casino Where You Feel Luckiest for 2019 by *Casino Player Magazine's Best of Gaming.* 

Promotions held throughout the year included: \$100,000 Pot O'Gold, Random Riche<sup>\$</sup>, Everyone's a Winner, 3X Comp Dollars, \$10,000 Spring Forward Hot Seat, Fortuna Wheel, \$10,000 First Deposit Bonus, \$250,000 Mercedes Cash & Prizes \$10,000 Slot Giveaway, \$5,000 and Tournaments. Welcome Week Bonus. \$250,000 Summer of Porsche Giveaway, Cabana Cooldown Giveaway, and \$250,000 Lexus Sweepstakes.

Entertainment throughout the year included: Kenny Loggins, David Feherty, Brooks & Dunn, Tom Segura, Stray Cats, Reba McEntire, Five Times Famous, George Lopez, Chris Tucker, Professional Fighters League MMA, Godsmack, Jermaine Dupri, Scotty McCreery, Iliza Shlesinger, Ron White, Julio Iglesias, Kenny F, Straight No Chaser, Paul Anka, and Lee Brice.





# **RESORTS CASINO HOTEL**

1133 Boardwalk Atlantic City, NJ 08401 1-800-334-6378 www.resortsac.com

In March, hosted the No You Cant'cer Foundation Fundraiser featuring performances from several popular Broadway musicals such as Jersey Boys, Cabaret, and Hamilton.

In April, hosted AmeriHealth New Jersey's April Fools Marathon.

In May, hosted the 6<sup>th</sup> Annual Beach Ball Drop kicking off the summer with contests, games, strolling entertainers, and giveaways.

In August, a player won over \$750,000 on the Elvis: Shake Rattling Reels Progressive Slot Machine.

Continued its annual commitment to the Boys & Girls Club of Atlantic City with a check for \$10,000.

In September, hosted the 7<sup>th</sup> Annual Craft Beerfest, featuring beers from around the country and regional breweries. Live entertainment was provided by Quasimodo's Bride.

In October, implemented a new "One of a Kind" marketing campaign after the property recently completed nearly \$140 million capital investment upgrades.

In November, in honor of Veteran's Day, offered a variety of exclusive promotions and discounts to veterans and active-duty military. In December, held a free musical revue show to benefit the United States Marine Corps Reserve's Toys for Tots program.

Capriccio at Resorts Casino received *Wine Spectator's* 2019 Award for Excellence for the third consecutive year.

Voted Best Hotel Staff, Best Suite, Best Dealers, Best Race/Sports Book, Best Slot Tournaments, and Best Craps for 2019 by *Casino Player Magazine's Best of Gaming.* 

Throughout the year, continued to cater to locals and continued to offer free (complimentary) parking on various days of the week.

Promotions held throughout the year included: Guessing Game, 3X and 4X Offers, Cashback \$35,000 lackpot Sweepstakes, 4<sup>th</sup> of July Cash Dash, \$1 Million Hot Summer Fun Challenge. Hollywood Hills Hot Seat Sweepstakes, Snowflake Slot Cash, and One of a Kind Sweepstakes with free slot play for a year. Promotions also included several car sweepstakes that offered patrons a chance to win a BMW, Lexus, Mercedes, and a Jeep Wrangler.

Entertainment throughout the year included: Sinbad, The Neverly Brothers, Karen Grainger, The Four Italian Tenors, Mark Preston, Foghat, Chippendales, The Pink Floyd Laser Spectacular, Chubby Checker, and Taylor Dayne.



## **TROPICANA ATLANTIC CITY**

2831 Boardwalk Atlantic City, NJ 08401 1-800-843-8767 www.tropicana.net

In January and February, held an indoor "Beach Bash" party with live entertainment and property-wide specials.

In February, launched the "Burger of the Month" promotion donating \$1 for each featured burger sold to selected local charities, such as The Community Food Bank.

Also in February, hosted the Wines From Around the World Festival featuring wines from various countries and live entertainment by Evolution X.

In March, hosted the Maxwell Football Club's Annual National Awards Gala.

To kick off the summer, held a Boardwalk Block Party with live entertainment, giveaways, fireworks, and multimedia light and sound shows.

In June, a player won \$171,500 on a Crystal Sevens slot machine.

In August, hosted the 12th Annual Taste of the Quarter, which benefits the United Way of Greater Philadelphia and Southern New Jersey.

In September, held a weeklong "Locals Celebration" for guests of Atlantic and Cape May counties to enjoy specials and discounts at Tropicana's restaurants, shops and bars. In October, hosted the 4th Annual Beer and Whiskey Festival featuring beer, whiskeys, food, crafters and seminars.

In November, held a live cooking demonstration, luncheon, and meet and greet with Chef Jose Garces.

Awarded the Top Homeless Veterans Outreach Award for A Multi-national Private Sector Business by the American Legion, Department of New Jersey.

Voted Best Reel Slots for 2019 by *Casino Player Best of Gaming*.

Held fireworks shows every Saturday throughout the summer.

Promotions held throughout the year included: Guess the Number of Beach Balls, Win a Trip to Isle Casino Pompano, \$2 Million Dollar Winning Ticket, Lucky Seat, Royal Flush Wins a Complimentary Room, Treasure Box, and TFL \$500,000 Pro Pick-Em.

Entertainment throughout the year included: Ring of Combat Mixed Martial Arts, Sarah Brightman, Patti LaBelle, Harold Melvin's Blue Notes, Grand Funk Railroad, Joel McHale, Colbie Callait, Chris Isaak, Celtic Woman, O.A.R., Goo Goo Dolls, Earl Young, Carlos Mencia, Kenny "Babyface" Edmonds, Michael McDonald and Chaka Khan, REO Speedwagon, Sister Sledge, Jefferson Starship, Jeffrey Osborne, and Peabo Bryson.

## SPOTLIGHT ON ATLANTIC CITY

Xtreme International Ice Racing @ Boardwalk Hall

46th Annual Atlantic City Auction & Car Show

28th Annual Polar Bear Plunge Atlantic City Indoor Races

Atlantic City RV & Camping Show

Pool & Spa Show



JAN

FEB

Absecon Lighthouse (a)



Veterans' Career Fair



Atlantic City Experience



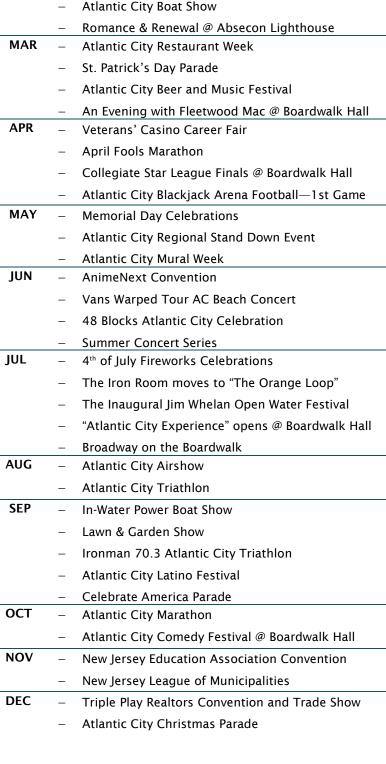
**Atlantic City Airshow** 



Conventions (a)

(a) Photo Credit: www.njcrda.com







Polar Bear Plunge



Parades



AC Mural Week



Marathons



Boardwalk Hall Events (a)

**CASINO CONTROL COMMISSION** 2019 ANNUAL REPORT

## SPOTLIGHT ON ATLANTIC CITY

#### WORKING LIFE IN A RESORT CITY



**DIGITAL DISPLAY: HISTORICAL IMAGES** 



THE BOARDWALK HALL ORGAN



**CONVENTION HALL HISTORY** 



THE BEACH AND BOARDWALK ARTIFACTS



## **THE ATLANTIC CITY EXPERIENCE™**





The newly renovated lobby at Jim Whelan Boardwalk Hall is home to **The Atlantic City Experience™** (ACX), presented by the Atlantic City Free Public Library in collaboration with the Casino Reinvestment Development Authority. ACX showcases the culturally diverse heritage and exciting history of Atlantic City through a series of topical exhibits, digital displays, and a nostalgic timeline. Admission is free. For more information, visit acexperienceexhibit.org.



Free Public Library A service of the City of Atlantic City Celebrating 115 years of library services, 1903 to 2018

Atlantic City

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

#### GAMING REVENUE AND TAXES

#### Casino Win and Market Share..... 44 Casino Win per Square Foot of Gaming Space..... 44 45 Slot Machine Win per Machine..... Table Game Win per Table..... 45 Total Casino Win by Game Type..... 46 Slot and Table Game Win as a Percent of Casino Win..... 47 Monthly Total Gaming Revenue by Slot, Table Game, Internet and Sports 47 Wagering ..... Internet Gaming Win and Market Share..... 48 Monthly Internet Gaming Win by Licensee..... 48 Sports Wagering Revenue and Market Share..... 49 Sports Wagering Revenue Onsite vs. Internet..... 49 Sports Wagering Completed Events—Win Statistics by Sport..... 49 Sports Wagering Tax Revenue..... 49 Total Gaming Revenue..... 50 Gross Revenue Tax Obligation by Type..... 51 Gaming Taxes and Gaming Revenue (3 years)..... 51 Net Revenue and Market Share..... 52 Net Revenue (3 years) ..... 52 Income Statement Revenue by Percentage..... 53

#### **FACILITY STATISTICS**

Gaming Space and Number of Units	54
Convention, Meeting and Event Space	54

#### **EMPLOYMENT**

Casino Employment by County	55
Casino Industry Employment Statistics (3 years)	56
Casino Industry Total Employees at Quarter End (3 years)	56
Casino Key Licensees Employed at Quarter End (3 years)	56
Casino Industry Salaries and Wages (3 years)	57

#### PAGE

## **REVENUES, EXPENSES, AND DISBURSEMENTS**

## FOOD & BEVERAGE AND HOTEL

Food & Beverage & Retail Outlets Owned vs. Leased	57
Food & Beverage & Retail Space by Licensee	57
Hotel Occupancy Rates by Casino (3 years)	58
Hotel Room Statistics	58
Number of Occupied Room Nights 2019 and 2018	59
Number of Occupied Room Nights by Quarter (3 years)	59

#### **NON-GAMING REVENUE**

Total Non-Gaming Revenue with Third Party Business Sales (3 years)	59
Non-Gaming Revenue by Licensee 2019 and 2018	60
Total Third Party Business Sales 2019 and 2018	60

### **NON-GAMING FEES AND TAXES**

Tourism Related Non-Gaming Fees & Taxes (donut and 3 years bar graph)	61
Tourism Related Non-Gaming Fees & Taxes (monthly line graph)	62
Casino Industry Parking Space Totals	62
Casino Parking Fee Revenue (3 years quarterly)	63
Casino Parking Fee Revenue 2019 and 2018	63
Atlantic City Luxury Tax (3 years quarterly)	64
Atlantic City Luxury Tax (3 years)	64
Sales Tax Revenue (3 years quarterly)	65
Average Sales Tax Revenue Per Business Entity	65
Total Sales Tax Revenue and Total Business Entities (3 years)	65
State Occupancy Fee Revenue (3 years quarterly)	66
State Occupancy Fee Revenue (3 years)	66
Tourism Promotional Fee Revenue (3 years quarterly)	67
Tourism Promotional Fee Revenue (3 years)	67

#### VENDOR BUSINESS

Total Dollar Volume of Vendor Business	68
Total Volume of Vendor Business in New Jersey by County	68

#### **CASINO REVENUE FUND**

Funding Sources and Fiscal Year 2019 Deposits	69
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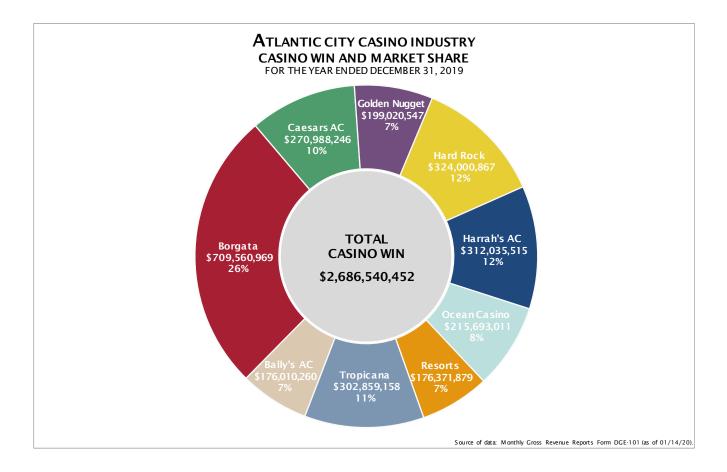
#### **CASINO CONTROL FUND**

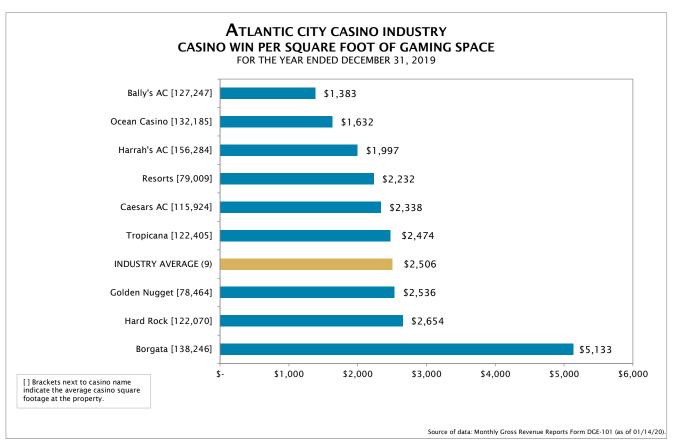
Independent Auditor's Report	
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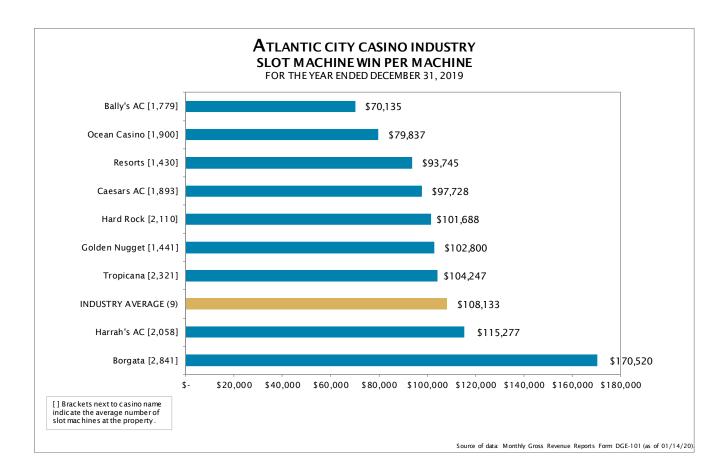
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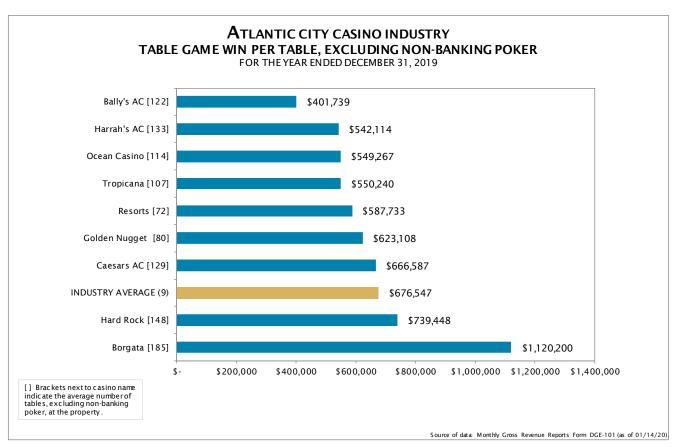
43

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#### CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

## ATLANTIC CITY CASINO INDUSTRY TOTAL CASINO WIN

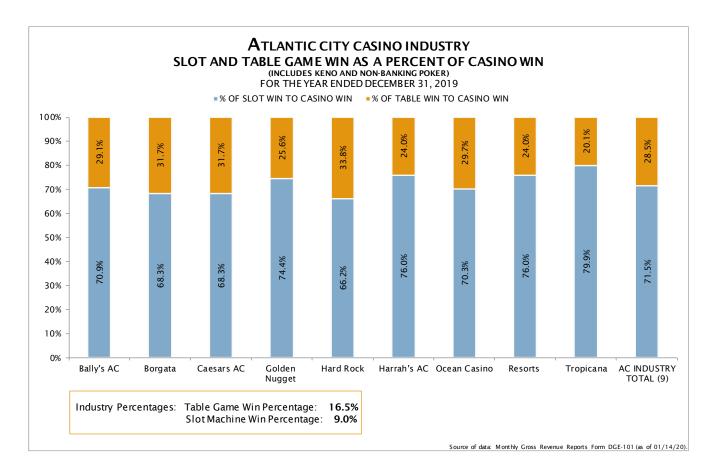
FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

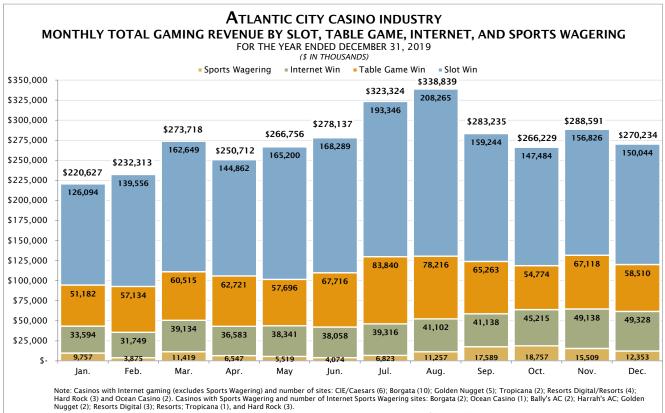
	THE TEAKS ENDED DEC		Growth (De	cline)
	2019	2018*	\$	%
Table Games & Other				
Blac kjac k	\$ 244,880,594	\$ 231,366,846	13,513,748	5.8
Craps	77,883,210	82, 339, 375	(4,456,165)	(5.4)
Roulette	95,053,051	82,225,181	12,827,870	15.6
Spanish 21	20,291,673	18,771,116	1,520,557	8.1
Three Card Poker	42,006,464	43,217,437	(1,210,973)	(2.8)
Baccarat	1,344,355	1,471,263	(126,908)	(8.6)
Mini Bac c arat	159,688,199	132,503,191	27,185,008	20.5
Big Six	2,150,767	2,368,803	(218,036)	(9.2)
Keno	182,844	172,885	9,959	5.8
Let It Ride Poker	15,021,413	13,502,282	1,519,131	11.3
Pai Gow	8,036,429	8,183,065	(146,636)	(1.8)
Pai Gow Poker	10,672,913	12,187,017	(1,514,104)	(12.4)
Four Card Poker	14,153,340	14,697,290	(543,950)	(3.7)
Sic Bo	172,539	148,325	24,214	16.3
Caribbean Stud Poker	1,896,696	2,098,338	(201,642)	(9.6)
Casino War	941,691	1,063,131	(121,440)	(11.4)
Double Attack Blackjack	878,778	1,142,316	(263,538)	(23.1)
Texas Hold'emBonus Poker	3,094,597	3,468,687	(374,090)	(10.8)
Flop Poker	1,498,128	2,093,723	(595,595)	(28.4)
Ultimate Texas Hold'em	7,358,839	3,167,849	4,190,990	N/A
Asia Poker	2,819,552	2,536,247	283,305	11.2
Mississippi Stud	5,707,921	5,853,579	(145,658)	(2.5)
Criss Cross Poker	7,139,754	6,494,464	645,290	9.9
High Card Flush	7,201,535	5,094,451	2,107,084	41.4
Heads Up Hold'em	2,659,297	2,578,681	80,616	3.1
Electronic Table Games	4,699,484	2,656,602	2,042,882	76.9
Poker	27,248,723	28,456,270	(1,207,547)	(4.2)
Tournament Table Games & Other	1,935	1,100	835	75.9
Total Table Games & Other	\$ 764,684,721	\$ 709,859,514	54,825,207	7.7%
Slot Machines				
.01 and .02 Slot Machines	970,888,262	939,463,828	31,424,434	3.3
.05 Slot Machines	35,276,505	38, 152, 530	(2,876,025)	(7.5)
.25 Slot Machines	109,594,838	111,341,741	(1,746,903)	(1.6)
.50 Slot Machines	17,310,552	17,343,514	(32,962)	(0.2)
1.00 Slot Machines	176,025,696	178,252,124	(2,226,428)	(1.2)
5.00 Slot Machines	48,931,797	51,665,160	(2,733,363)	(5.3)
25.00 Slot Machines	14,204,869	13,481,939	722,930	5.4
100.00 Slot Machines	14,833,475	14,696,189	137,286	0.9
Multi-Denominational Machines	506,849,384	412,581,084	94,268,300	22.8
Other Slot Machines	27,940,353	23,916,588	4,023,765	16.8
Total Slot Machines	\$ 1,921,855,731	\$ 1,800,894,697	120,961,034	6.7
GRAND TOTAL	\$ 2,686,540,452	\$ 2,510,754,211	175,786,241	7.0

\*Hard Rock and Ocean Casino opened on 06/27/18.

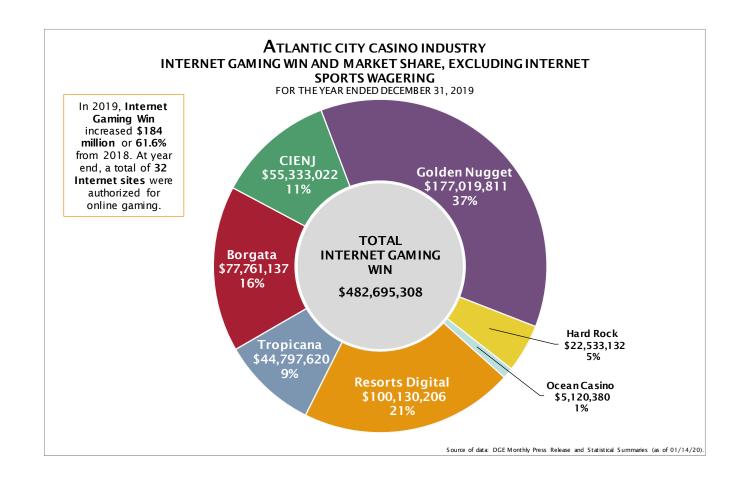
Source of data: Monthly Gross Revenue Reports Forms DGE-101.







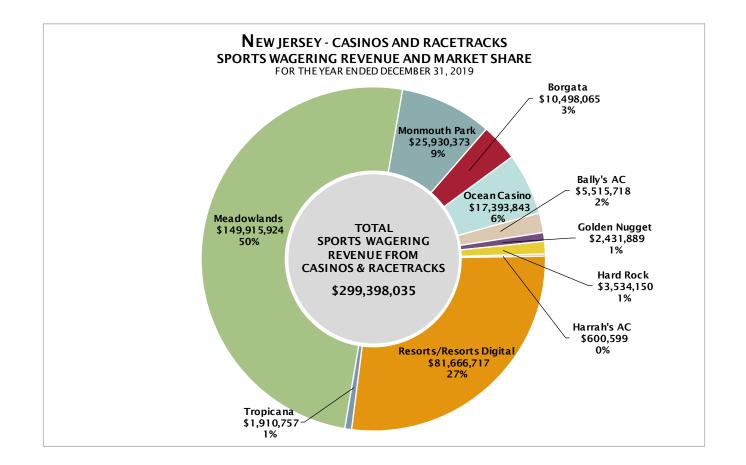
Source of data: Monthly Gross Revenue Reports Forms DGE-101, DGE-105 and DGE-107. Totals may not foot due to rounding



#### MONTHLY INTERNET GAMING WIN BY LICENSEE, EXCLUDING INTERNET SPORTS WAGERING FOR THE YEAR ENDED DECEMBER 31, 2019

	Borgata	Caesars Interactive Entertainment	Golden Nugget	Hard Rock	Ocean Casino	Resorts Digital	Tropicana	
Jan.	\$4,742,496	\$4,575,663	\$12,180,039	\$1,623,107	\$530,816	\$6,446,599	\$3,495,671	\$33,594,391
Feb.	\$4,506,716	\$4,279,791	\$10,701,266	\$1,668,777	\$483,508	\$6,657,591	\$3,451,077	\$31,748,726
Mar.	\$5,442,418	\$5,135,793	\$14,227,820	\$1,630,845	\$497,541	\$8,472,091	\$3,727,872	\$39,134,380
Apr.	\$5,463,153	\$4,579,094	\$13,854,527	\$1,554,913	\$308,409	\$7,137,480	\$3,685,358	\$36,582,934
May	\$5,903,768	\$4,474,326	\$14,078,208	\$1,518,438	\$476,435	\$7,971,973	\$3,917,490	\$38,340,638
Jun.	\$6,034,158	\$4,965,653	\$13,599,416	\$2,420,374	\$356,790	\$6,927,140	\$3,754,713	\$38,058,244
Jul.	\$6,365,511	\$5,081,756	\$14,895,411	\$1,903,443	\$382,483	\$6,868,812	\$3,818,315	\$39,315,731
Aug.	\$7,134,339	\$4,965,364	\$14,986,416	\$2,134,843	\$371,662	\$7,447,488	\$4,061,515	\$41,101,627
Sep.	\$6,959,253	\$3,946,651	\$15,643,806	\$1,879,555	\$517,356	\$8,929,084	\$3,262,552	\$41,138,257
Oct.	\$7,757,423	\$4,260,147	\$16,625,086	\$1,811,372	\$543,043	\$10,334,649	\$3,882,835	\$45,214,555
Nov.	\$8,220,297	\$4,600,955	\$18,934,909	\$2,169,113	\$549,740	\$10,988,804	\$3,674,088	\$49,137,906
Dec.	\$9,231,605	\$4,467,828	\$17,292,907	\$2,218,352	\$102,637	\$11,948,495	\$4,066,133	\$49,327,957

Source of data: DGE Monthly Press Releases and Statistical Summaries (as of 01/14/20).



NEW JERSEY CASINOS AND RACETRACKS FOR THE YEAR ENDED DECEMBER 31, 2019								
SPORTS WAGERING REVENUE ONSITE VS. INTERNETCOMPLETED EVENTS—WIN STATISTICS BY SPORT								
ONSITE INTERNET CATEGORY COMPLETED EVENTS GROSS REVENUE EVENTS HANDLE						WIN %		
Bally's AC	\$ 2,038,707	\$ 3,477,011	Football	\$	50,180,827	\$	939,377,430	5.3%
Borgata	5,461,771	5,036,294	Basketball		44,713,380		934,925,349	4.8%
Caesars AC			Baseball		27,358,745		698,430,560	3.9%
	0.00.002	1 462 207	Parlay		115,169,594		879,529,720	13.1%
Golden Nugget	968,682	1,463,207	Other	*	55,622,005	*	1,099,679,870	5.1%
Hard Rock	1,013,399	2,520,751	TOTALS	\$	293,044,551	\$	4,551,942,929	6.4%
Harrah's AC	600,599	-						
Ocean Casino	3,589,073	13,804,770			New je	RSI	EY	
Resorts/Resorts Digital	2,060,756	79,605,961	S	POR	TS WAGERIN	GТ	AX REVENUE	
Tropicana	1,651,074	259,683	F	OR TI	HE YEAR ENDED	DEC	EMBER 31, 2019	
TOTAL FOR CASINOS	\$ 17,384,061	\$ 106,167,677		Ca	sinos:	¢15	5,334,056	
Meadowlands	\$ 29,942,394	\$ 119,973,530			cetracks:		1,193,463	
Monmouth Park	7,614,739	18,315,634		_				
INDUSTRY TOTAL	\$ 54,941,194	\$ 244,456,841		тс	DTAL:	\$36	5,527,519	

Source of data: DGE Monthly Press Release and Statistical Summaries and Monthly Gross Revenue Reports Form DGE-107 (as of 01/14/20).

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

#### ATLANTIC CITY CASINO INDUSTRY TOTAL GAMING REVENUE

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

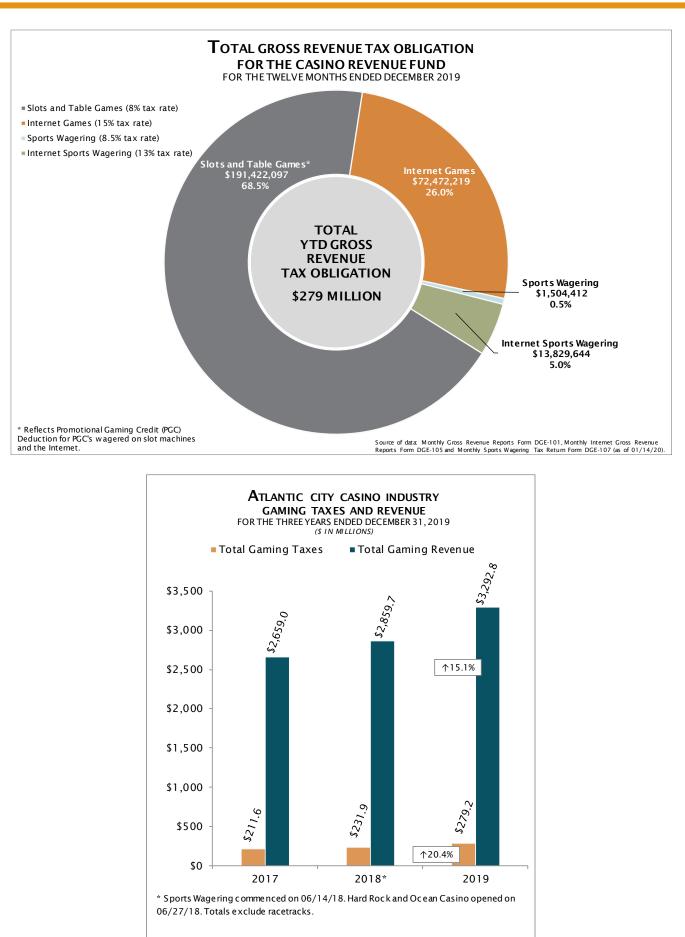
		Casino Win	Internet Gaming Win*	Sports Wagering Revenue**	Total Gaming Revenue
	2019	\$ 176,010,260	-	\$ 5,515,718	\$ 181,525,978
Bally's AC	2018	\$ 190,387,935		\$ 1,504,937	191,892,872
	(+/-)	-7.6%	-	N/A	-5.4%
	2019	709,560,969	77,761,137	10,498,065	797,820,171
Borgata	2018	710,754,654	54,094,339	6,346,357	771,195,350
	(+/-)	-0.2%	43.8%	N/A	3.5%
	2019	270,988,246	-	-	270,988,246
Caesars AC	2018	281,331,483			281,331,483
	(+/-)	-3.7%			-3.7%
	2019	-	55,333,022	-	55,333,022
CIENJ	2018		45,559,070		45,559,070
	(+/-)		21.5%		21.5%
	2019	199,020,547	177,019,811	2,431,889	378,472,247
Golden Nugget	2018	221,342,863	104,790,588	1,744,514	327,877,965
	(+/-)	-10.1%	68.9%	N/A	15.4%
	2019	324,000,867	22,533,132	3,534,150	350,068,149
Hard Rock (a)	2018	161,626,907	5,119,989		166,746,896
	(+/-)	N/A	N/A	N/A	N/A
	2019	312,035,515		600, 599	312,636,114
Harrah's AC	2018	332,180,985		805,446	332,986,431
	(+/-)	-6.1%		N/A	-6.1%
	2019	215,693,011	5,120,380	17,393,843	238,207,234
Ocean Casino (a)	2018	90,021,732	2,765,410	8,367,686	101,154,828
	(+/-)	N/A	N/A	N/A	N/A
	2019	176,371,879	-	2,060,756	178,432,635
Resorts	2018	183,591,882		657,500	184,249,382
	(+/-)	-3.9%		N/A	-3.2%
	2019	-	100,130,206	79,605,961	179,736,167
Resorts Digital	2018		45,307,723	30,429,664	75,737,387
	(+/-)		121.0%	N/A	137.3%
	2019	302,859,158	44,797,620	1,910,757	349,567,535
Tropicana	2018	339,515,770	41,063,784	341,473	380,921,027
	(+/-)	-10.8%	9.1%	N/A	-8.2%
	2019	\$ 2,686,540,452	\$ 482,695,308	\$ 123,551,738	\$ 3,292,787,498
	2018	\$ 2,510,754,211	\$ 298,700,903	\$ 50,197,577	\$ 2,859,652,691
TOTALS	1			, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	. ,,

\* Excluding Sports Wagering.

\*\* Sports Wagering Revenue is not win. Sports Wagering commenced on 06/14/18. Does not include revenue from racetracks.

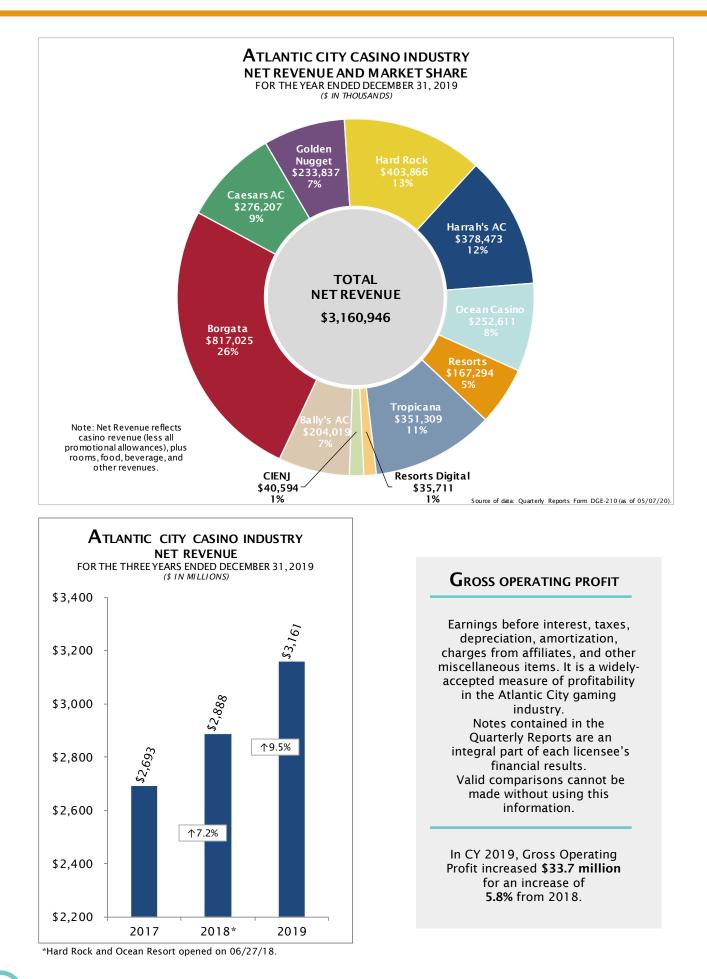
(a) Hard Rock and Ocean Resort opened on 06/27/18.

Source of data: Monthly Gross Revenue Reports Form DGE-101, Monthly Internet Gross Revenue Report Form DGE-105 and Monthly Gross Sports Wagering Revenue Reports Form DGE-107 (as of 01/14/20).



Source of data: Monthly Gross Revenue Reports, Internet Gross Revenue Reports, and Sports Wagering Revenue Reports Form DGE-101, DGE-105, and DGE-107 (as of 01/14/20).





## ATLANTIC CITY CASINO INDUSTRY INCOME STATEMENT REVENUE BY PERCENTAGE

FOR THE YEAR ENDED DECEMBER 31, 2019

(ALL \$ FIGURES IN THOUSANDS)

	Bally's AC			Borga	ata	Caesars AC			Caesars Interactive Entertainment NJ		
	F	Revenue	% of Net Revenue	Revenue	% of Net Revenue	I	Revenue	% of Net Revenue	R	levenue	% of Net Revenue
Casino (a)	\$	105,385	51.6%	\$ 464,946	56.9%	\$	153,826	55.7%	\$	38,585	95.1%
Rooms		42,184	20.7%	141,170	17.3%		49,254	17.8%		-	0.0%
Food and Beverage (b)		46,725	22.9%	152,502	18.7%		56,966	20.6%		-	0.0%
Other (c)		9,725	4.8%	58,407	7.1%		16,161	5.9%		2,009	4.9%
NET REVENUE	\$	204,019	100%	\$ 817,025	100%	\$	276,207	100%	\$	40,594	100%
TOTAL PROMOTIONAL ALLOWANCES (d)		\$72,3	23	\$328,7	797		\$119,1	59		\$11,2	48

	Golden Nugget		Hard Rock			Harrah's AC			Ocean Casino		
			% of		% of			% of			% of
			Net		Net			Net			Net
	R	Revenue	Revenue	Revenue	Revenue	l	Revenue	Revenue	F	Revenue	Revenue
Casino (a)	\$	149,028	63.7%	\$ 179,453	44.4%	\$	179,927	47.5%	\$	98,588	39.0%
Rooms		21,092	9.0%	70,634	17.5%		92,522	24.4%		78,731	31.2%
Food and Beverage (b)		42,573	18.2%	83,183	20.6%		81,237	21.5%		59,116	23.4%
Ot her (c)		21,144	9.1%	70,596	17.5%		24,787	6.6%		16,176	6.4%
NET REVENUE	\$	233,837	100%	\$ 403,866	100%	\$	378,473	100%	\$	252,611	100%
TOTAL PROMOTIONAL ALLOWANCES (d)		\$81,3	65	\$134,6	544		\$133,8	306		\$115,3	334

	Reso	Resort s		Digit al ing	Тгоріс	ana	INDUSTRY TOTALS		
	Revenue	% of Net Revenue	Revenue	% of Net Revenue	Revenue	% of Net Revenue	Revenue	% of Net Revenue	
Casino (a)	\$ 113,954	68.1%	\$ 35,101	98.3%	\$ 207,744	59.1%	\$ 1,726,537	54.6%	
Rooms	26,457	15.8%	-	0.0%	87,954	25.0%	\$ 609,998	19.3%	
Food and Beverage (b)	18,917	11.3%	-	0.0%	36,838	10.5%	\$ 578,057	18.3%	
Other (c)	7,966	4.8%	610	1.7%	18,773	5.4%	\$ 246,354	7.8%	
NET REVENUE	\$ 167,294	100%	\$ 35,711	100%	\$ 351,309	100%	\$ 3,160,946	100%	
TOTAL PROMOTIONAL ALLOWANCES (d)	\$60,0	080	\$7,023		\$123,	620	\$1,187,399		

(a) Casino Revenue includes revenues generated from casino gaming and casino related activities including poker, Internet, sports wagering and tournaments, less promotional allowances. Sports wagering commenced on 06/14/18.

(b) Food & Beverage Revenue for casino owned outlets only.

(c) Other Revenue reflects concert and show tickets, casino-owned spa revenue, casino-owned retail sales, rental income, and other miscellaneous revenue sources.

(d) Promotional allowances are complimentaries given away free in the normal course of the licensee's business.

**Promotional expenses** are complimentaries not offered for sale to patrons in the normal course of a licensee's business. In 2019, promotional expenses totaled **\$146.3 Million**.

Source of data: Quarterly Financial Reports Form DGE-210 and DGE-245 (as of 05/07/20).

ATLANT	ATLANTIC CITY CASINO FACILITY STATISTICS											
	TABLE AND OTHER GAMES	POKER	SLOT MACHINES	TOTAL GAMING SPACE (sq ft)								
Bally's AC	122	42	1,769	127,247								
Borgata (a)	188	77	2,859	160,391								
Caesars AC	128	0	1,892	115,924								
Golden Nugget	70	9	1,407	78,464								
Hard Rock	148	0	2,123	122,771								
Harrah's AC	133	39	2,049	156,284								
Ocean Resort	115	8	1,875	132,185								
Resorts	74	0	1,438	79,009								
Tropicana	106	18	2,330	121,909								
INDUSTRY TOTALS	1,084	193	17,742	1,094,184								

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(a) Only casino with Simulcasting. Total gaming space includes 23,620 sq ft simulcast facility.

Source of data: December 2019 Monthly Gross Revenue Reports Form DGE-101.

## **A**TLANTIC CITY CONVENTION, MEETING & EVENT SPACE

	TOTAL MEETING SPACE (sq ft)*	NUMBER OF MEETING ROOMS	LARGEST MEETING ROOM (sq ft)	NUMBER OF SLEEPING ROOMS
Bally's AC	80,000	28	14,432	1,214
Borgata/The Water Club	106,000	53	29,398	2,767
Caesars AC	28,000	15	17,135	1,141
Golden Nugget	52,000	23	16,920	717
Hard Rock	150,000	28	63,000	1,971
Harrah's AC (Waterfront Center)	125,000	63	49,447	2,590
Ocean Resort	187,100	23	67,702	1,399
Resorts	65,000	24	13,000	942
Tropicana (Chelsea)	127,600	55	20,000	2,364
INDUSTRY TOTALS	920,700	312	-	15,105

\*Figures may include pre-function space, outdoor function space, or both. Lawn space not included.

NON-HOTEL SPACE				
Convention Center	595,700	50	486,600	-
Boardwalk Hall (b)	25,000	6	23,100	-
One Atlantic	16,355	5	6,789	-
NON-HOTEL TOTALS	637,055	61	-	-
GRAND TOTALS	1,557,755	373	-	15,105

(b) Does not include 141,000 sq ft main arena.

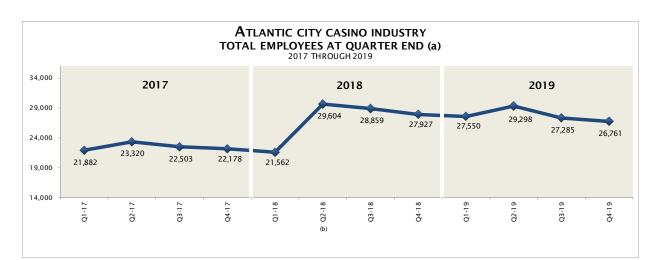


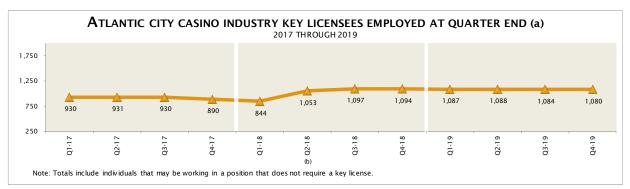
CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

ATLANTIC CITY CASINO INDUSTRY EMPLOYMENT STATISTICS (a) FOR THE THREE YEARS ENDED DECEMBER 31, 2019									
CASINO	2019	2018	2017						
Bally's AC	2,097	2,298	2,445						
Borgata	5,569	5,620	5,808						
Caesars AC †	2,557	2,649	2,924						
Golden Nugget	2,054	2,199	2,202						
Hard Rock (b)	3,630	3,750	—						
Harrah's AC	3,095	3,294	3,564						
Ocean Casino (b)	2,949	3,177	—						
Resorts †	1,863	1,870	2,040						
Tropicana	2,947	3,070	3,195						
INDUSTRY TOTALS	*26,761	27,927	22,178						

\*19,768 (73.9%) are full time employees, 3,138 (11.7%) are part time employees, and 3,855 (14.4%) are considered other employees.

† Caesars figures include Caesars Interactive Entertainment (CIENJ) and Caesars Enterprise Services (CES) and Resorts figures include Resorts Digital.





(a) Totals exclude employees not directly employed by the licensee such as employees of leased outlets, technical providers and racetracks.

(b) Hard Rock and Ocean Casino opened on 06/27/18.

Source of data: Employment statistics provided by the casinos to the DGE.

## ATLANTIC CITY CASINO INDUSTRY SALARIES AND WAGES

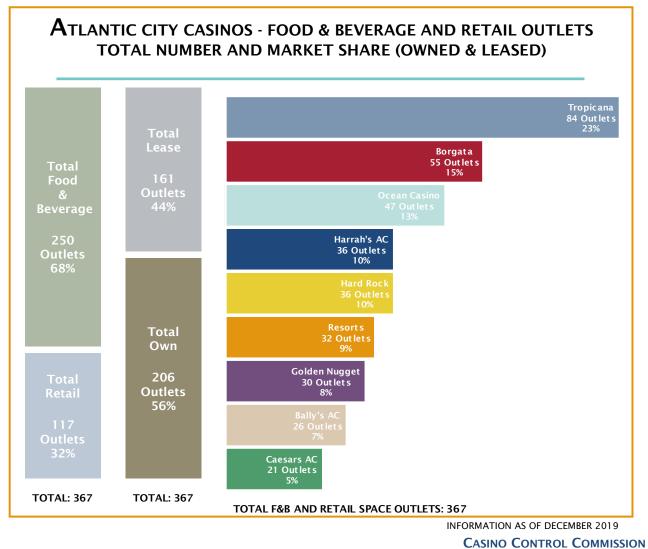
FOR THE THREE YEARS ENDED DECEMBER 31, 2019 (\$ IN THOUSANDS)

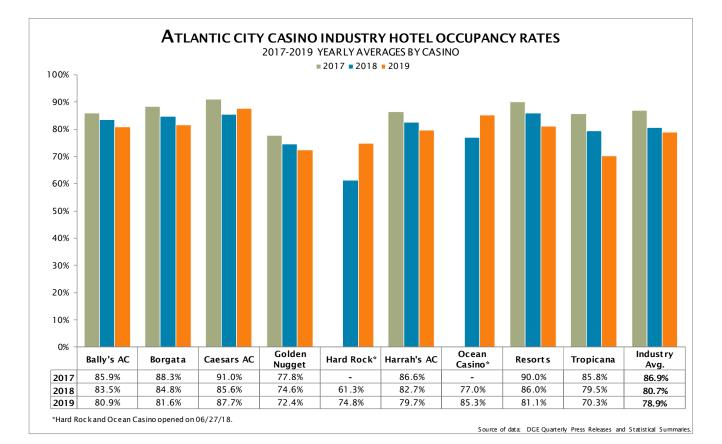
CASINO	2019	2018	2017
Bally's AC (a)	\$ 60,809	\$ 62,255	\$ 65,162
Borgata	147,163	149,702	147,342
Caesars AC (a)	64,073	64,847	67,947
Golden Nugget	70,400	70,400	71,244
Hard Rock	96,594	55,897	—
Harrah's AC (a)	84,149	82,971	83,639
Ocean Casino	71,689	46,263	—
Resorts/Resorts Digital Gaming	50,774	48,978	48,594
Tropicana	75,387	77,846	79,729
INDUSTRY TOTALS (b)	\$ 721,038	\$ 659,159	\$ 563,657

(a) Totals exclude employees of Caesars Interactive Entertainment and Caesars Enterprise Services.

(b) Totals exclude employees not directly employed by the licensee such as employees of leased outlets, technical providers and racetracks.

Source of data: Form DGE-370.





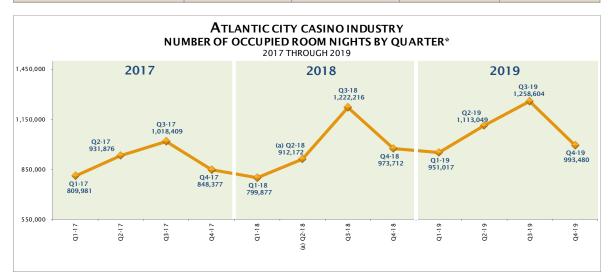
ATLANTIC CITY CASINO INDUSTRY HOTEL ROOM STATISTICS FOR THE YEAR ENDED DECEMBER 31, 2019											
	Bally's AC	Borgata	Caesars AC	Golden Nugget	Hard Rock	Harrah's AC	Ocean Casino	Resorts	Tropicana	Industry Total	
# of Hotel Rooms (a)	1,214	2,767	1,141	717	1,971	2,590	1,399	942	2,364	15,105	
# of Available Room Night s	443,110	1,007,255	416,307	261,705	719,415	903,899	510,635	344,772	830,392	5,437,490	
Average Rate per Occupied Room	\$118	\$172	\$135	\$111	\$131	\$129	\$181	\$95	\$151	\$142	
(a) Number of guest roo	ms at end o	of year.									

(a) Number of guest rooms at end of year.

Source of data: DGE Quarterly Press Releases and Statistical Summaries.

The Average Room Rate increased \$5.08, the number of Available Room Nights increased 12.4%, and the number of Occupied Room Nights increased 9.8%. The Hotel Occupancy Rate decreased 1.8% from 2018.

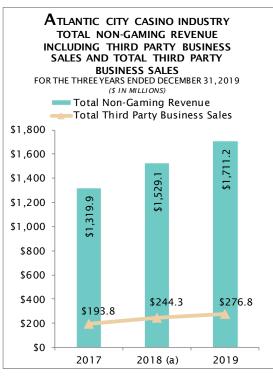
	ATLANTIC CITY CASINO INDUSTRY NUMBER OF OCCUPIED ROOM NIGHTS* FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018												
Casino	2019	2018	Difference	% Difference									
Bally's AC	358,421	378,099	(19,678)	-5.2									
Borgata	822,046	856,210	(34,164)	-4.0									
Caesars AC	365,145	356,187	8,958	2.5									
Golden Nugget	189,409	194,960	(5,551)	-2.8									
Hard Rock (a)	538,474	225,765	-	-									
Harrah's AC	720,004	737,568	(17,564)	-2.4									
Ocean Casino (a)	435,711	201,166	-	-									
Resorts	279,578	287,958	(8,380)	-2.9									
Tropicana	583,748	670,064	(86,316)	-12.9									
INDUSTRY TOTALS	4,292,536	3,907,977	384,559	9.8%									



\*Includes complimentary rooms.



Third Party Business in The Quarter at Tropicana



Source of data: DGE Quarterly Press Releases and Statistical Summaries.

(a) Hard Rock and Ocean Resort opened on 06/27/18.

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

#### **ATLANTIC CITY CASINO INDUSTRY NON-GAMING REVENUE BY LICENSEE**

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018 (\$ IN THOUSANDS)

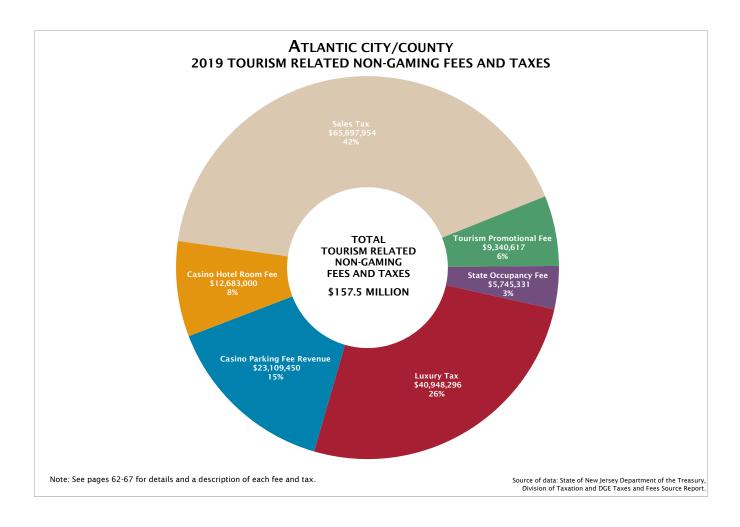
		Rooms	Fo	od an	d Beverage	(a)	Enter	tainme	nt and Ot	her	Total No	on-Gan	ning Reven
	2019	\$ 42,184		\$	46,725		\$		9,725		\$		98,634
Bally's AC	2018	40,615			47,850				10,298				98,763
	(+/-)	3.9%			-2.49	6			-5.6%	6			-0.1%
	2019	141,170			152,502				58,407				352,079
Borgata	2018	153,812			160,630				61,874				376,316
	(+/-)	-8.2%			-5.19	6			-5.6%	6			-6.4%
	2019	49,254			56,966				16,161				122,381
Caesars AC	2018	50,080			55,476				16,815				122,371
	(+/-)	-1.6%			2.79	6			-3.9%	6			0.0%
	2019	-							2,009				2,009
CIENJ	2018	-			-				1,384				1,384
	(+/-)	-			-				45.2%	6			45.2%
	2019	21,092			42,573				21,144				84,809
Golden Nugget	2018	23,618			44,979				20,340				88,937
	(+/-)	-10.7%			-5.39	6			4.0%	6			-4.6%
	2019	70,634			83,183				70,596				224,413
Hard Rock (opened 6/27/18)	2018	36,288			47,064				41,890				125,242
	(+/-)	-			-				-				-
	2019	92,522			81,237				24,787				198,546
Harrah's AC	2018	89,481			85,472				26,193				201,146
	(+/-)	3.4%			-5.09	6			-5.4%	6			-1.3%
	2019	78,731			59,116				16,176				154,023
Ocean Resort (opened 6/27/18)	2018	28,612			31,755				3,892				64,259
	(+/-)	-			-				-				-
	2019	26,457			18,917				7,966				53,340
Resorts	2018	27,029			18,736				8,356				54,121
	(+/-)	-2.1%			1.09	6			-4.7%	6			-1.4%
	2019	-			-				610				610
Resorts Digital	2018	-			-				801				801
	(+/-)	-			-				-23.8%	6			-23.8%
	2019	87,954			36,838				18,773				143,565
Tropicana	2018	91,544			38,690				21,196				151,430
	(+/-)	-3.9%			-4.89	6			-11.4%	6			-5.2%
	2019	\$ 609,998		\$	578,057		\$	;	246,354		\$	1	,434,409
INDUSTRY TOTALS	2018	\$ 541,079		\$	530,652		\$		213,039		\$		,284,770
IUIALS	(+/-)	12.7%			8.9%	6			15.6%	5			11.6%
								PAR	TAL THI FY BUSIN SALES (b)	IESS	2019 2018 (+/-)	\$24	6.8 Millio 4.3 Millio 13.3%

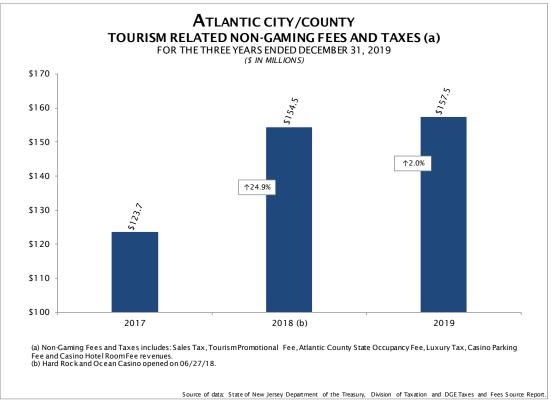
(a) Food and Beverage Revenue for casino owned outlets only.

(b) Third Party Business Sales include food, beverage, retail, entertainment, and hospitality related items.

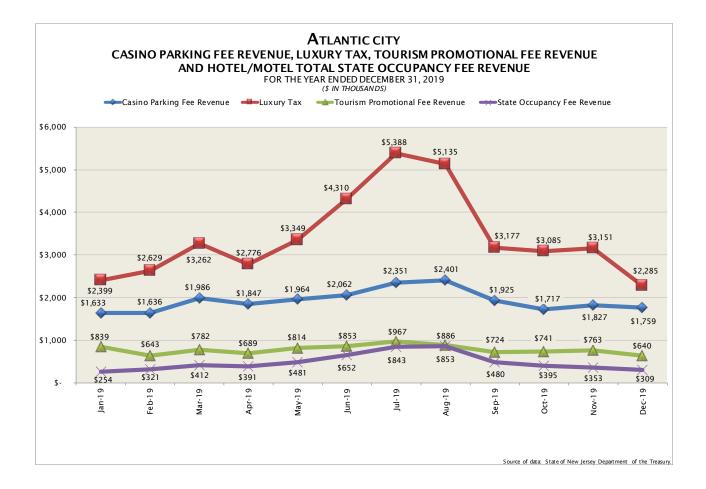
Source of data: Form DGE-210 (as of 05/07/20).









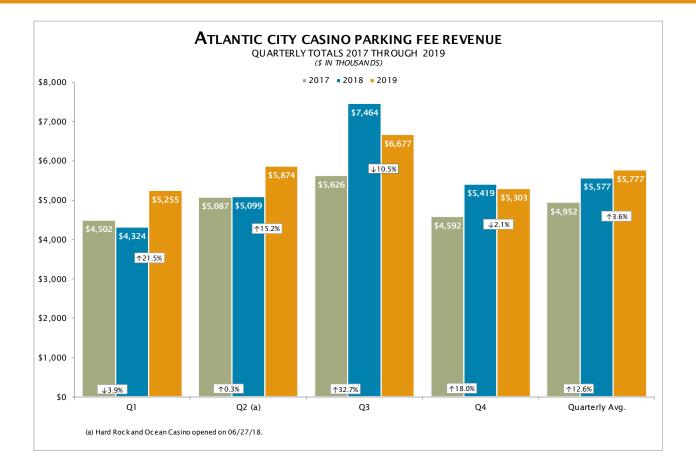


ATLANTIC CITY CASINO INDUSTRY PARKING SPACE TOTALS FOR THE YEAR ENDED DECEMBER 31, 2019								
Bally's AC	2,668							
Borgata	6,433							
Caesars AC	5,364							
Golden Nugget	2,690							
Hard Rock	6,327							
Harrah's AC	5,728							
Ocean Casino	7,700							
Resorts	1,863							
Tropicana	5,209							
INDUSTRY TOTALS	43,982							

Parking spaces provided by the casinos to the CCC.

#### **C**ASINO PARKING FEE

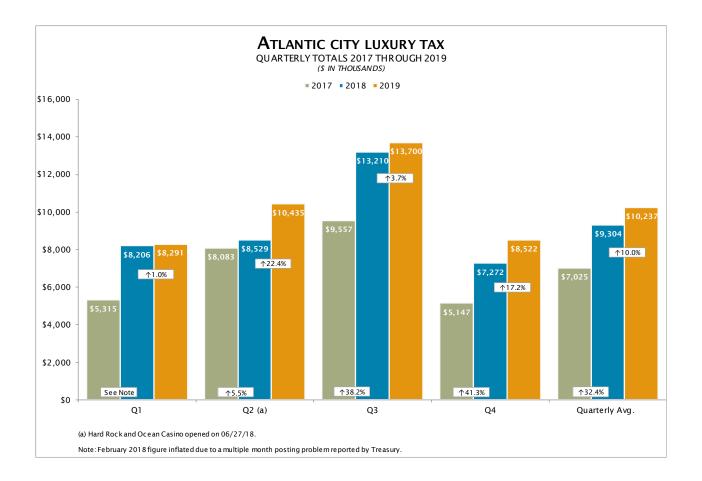
\$3.00 per day imposed on each occupied casino parking space.
\$0.50 is allocated to the Casino Revenue Fund to benefit the aged and disabled citizens of New Jersey.
\$2.50 is allocated to the Casino Reinvestment Authority for statutory restricted projects, including the service of Series 2005 Revenue Bonds, and for the benefit of Atlantic City. Effective July 1, 2007, the law was amended to exclude the \$3.00 parking fee from sales tax. Any amount collected over and above this amount remains subject to sales tax.

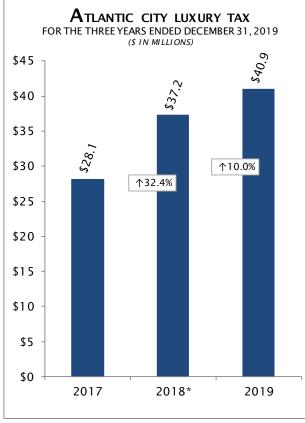


<b>A</b> TLANTIC CITY CASINO INDUSTRY
CASINO PARKING FEE REVENUE

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

			Growth (Decline)	
MONTH	2019	2018	\$	%
January	\$ 1,632,864	\$ 1,344,630	288,234	21.4
February	1,636,482	1,385,823	250,659	18.1
March	1,985,922	1,593,576	392,346	24.6
April	1,847,058	1,594,806	252,252	15.8
May	1,964,382	1,675,764	288,618	17.2
June*	2,062,329	1,828,800	233,529	12.8
July	2,351,286	2,707,938	(356,652)	(13.2)
August	2,400,975	2,621,679	(220,704)	(8.4)
September	1,924,860	2,134,716	(209,856)	(9.8)
October	1,717,359	1,819,698	(102,339)	(5.6)
November	1,827,165	1,807,443	19,722	1.1
December	1,758,768	1,791,558	(32,790)	(1.8)
INDUSTRY TOTALS	\$23,109,450	\$22,306,431	\$803,019	3.6%



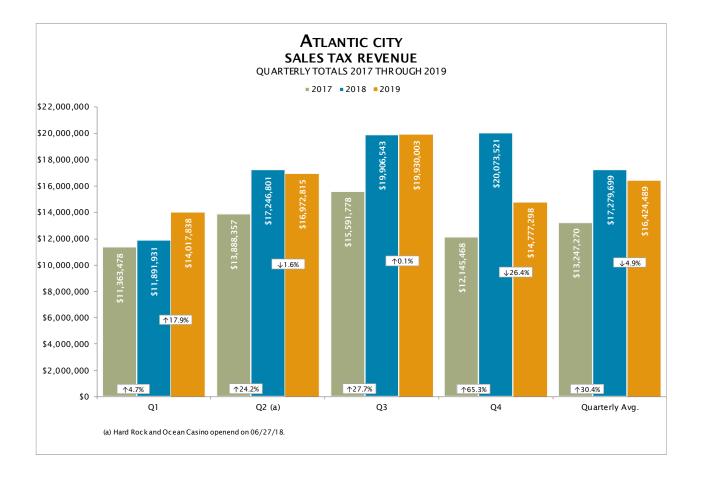


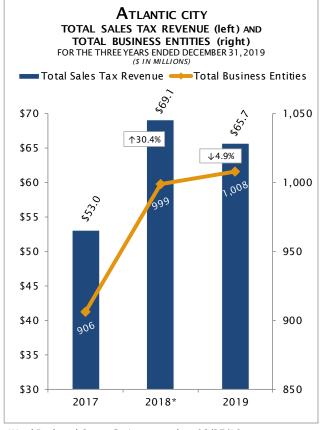
#### LUXURY TAX

3% of the cost of alcoholic beverages and 9% of the cost of all other taxable sales (i.e. cover and entertainment charges, room rentals, rentals of beach chairs, cabanas, rolling chairs, and tickets of admission within Atlantic City). The maximum combined Atlantic City Luxury Tax rate and New Jersey State Sales Tax rate (excluding the State Occupancy Fee) may not exceed 12.625%. The Sales Tax rate is reduced to 3.625% on items subject to the 9% Luxury Tax. (For details regarding the tax rate change, see page 65.)

Source of data: State of New Jersey Department of the Treasury.

\*Hard Rock and Ocean Casino opened on 06/27/18.





\*Hard Rock and Ocean Casino opened on 06/27/18.

#### Atlantic city Average sales tax revenue per business entity

FOR THE THREE YEARS ENDED DECEMBER 31, 2019

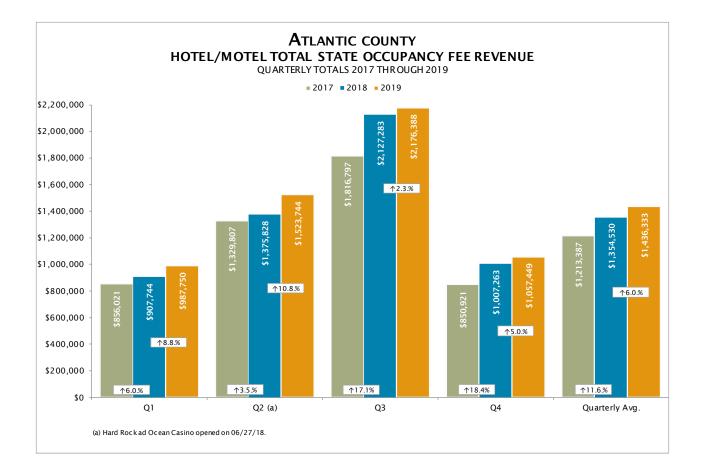
	Average Revenue	Growth (Decline)
2017	\$ 58,487	(3.1%)
2018*	\$ 69,188	18.3%
2019	\$ 65,177	(5.8%)

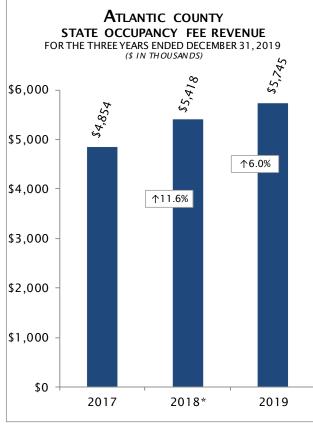
Sales Tax Revenue does not typically include business entities that have Atlantic City locations but are primarily based outside of Atlantic City. Total number of business entities represents Atlantic City-based business entities active at any time during the year. Subject to change.

> SALES TAX RATE 2017: 6.875% 2018 & 2019 : 6.625%

Source of data: State of New Jersey Department of the Treasury, Division of Taxation (City Code 0102).

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT





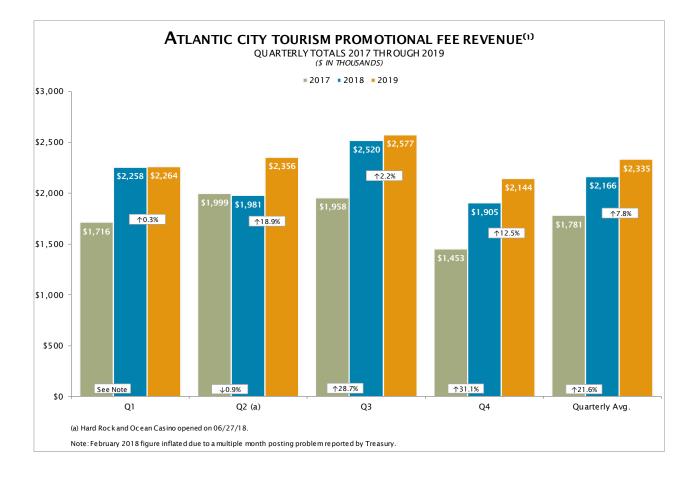
\*Hard Rock and Ocean Casino opened on 06/27/18.

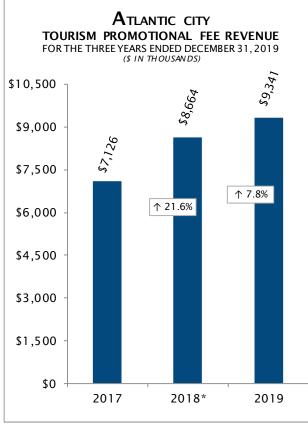
66

#### **S**TATE OCCUPANCY FEE

1% for Atlantic City. Atlantic City is prohibited from enacting Municipal Occupancy Tax as it imposes other local taxes (luxury and tourism promotional taxes). The general State Occupancy Fee rate is 5% and the Municipal Occupancy Tax is less than or equal to 3%. The State Occupancy Fee is imposed on room rentals that are currently subject to New Jersey Sales Tax and is in addition to the Sales Tax. As of October 1, 2018, transient accommodations and short term rentals are subject to the State Occupancy Tax.

Source of data: State of New Jersey Department of the Treasury, Division of Taxation - Hotel/Motel Information County Totals Reports (County Code 01).





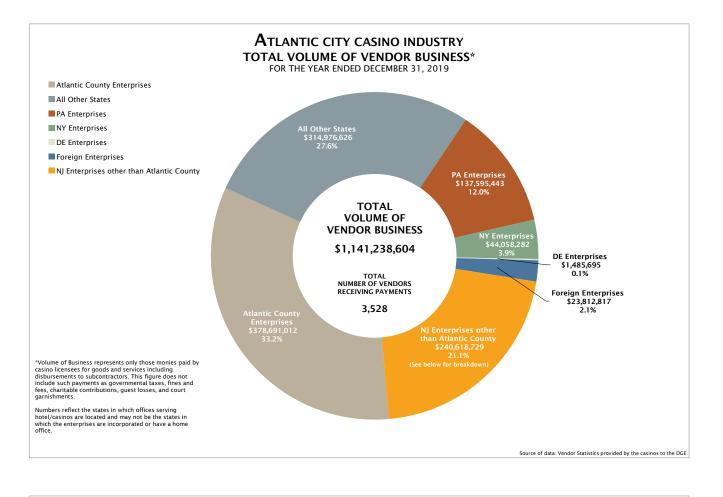
### TOURISM PROMOTIONAL FEE

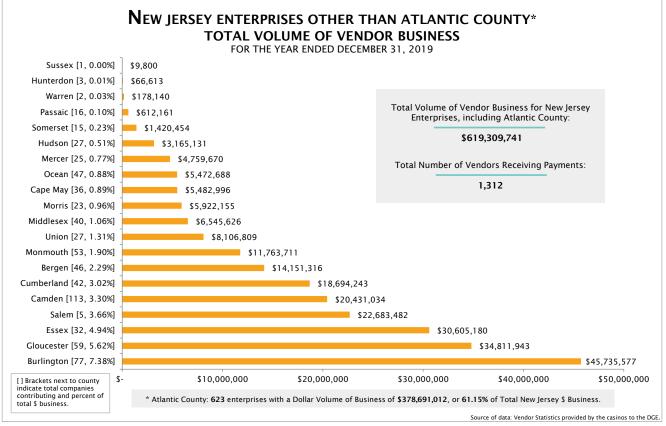
\$2 per occupied casino hotel room and \$1 per occupied non-casino hotel/motel room in Atlantic City as reported to the Division of Taxation.
Proceeds are appropriated to a special fund held by the convention center operating authority exclusively for the purpose of promoting tourism, conventions, resorts and casino gaming.

Source of data: State of New Jersey Department of the Treasury.

#### \*Hard Rock and Ocean Casino opened on 06/27/18.

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT



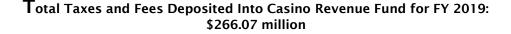


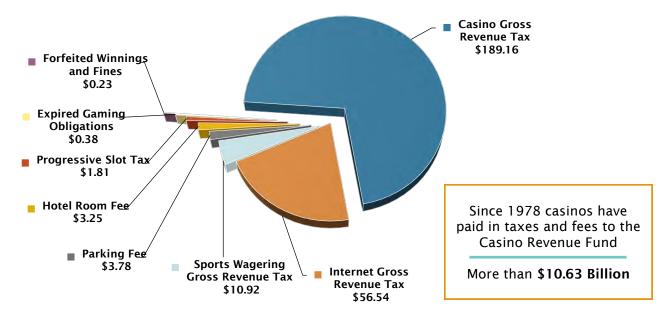
## **C**ASINO REVENUE FUND

Funding is generated through five casino related taxes and five casino related fees. New Jersey casinos pay the state the following taxes: 15 percent on Internet gross revenues (excluding sports wagering); 8 percent on casino gross revenues; 8.5 percent on sports wagering gross revenue; and 13 percent on Internet sports wagering gross revenue. Taxes from gross revenues are appropriated to the Casino Revenue Fund (CRF) for the benefit of New Jersey's aged and disabled citizens. Specific appropriations are detailed on the Casino Revenue Fund Advisory Commission's website. Gross gaming revenue is the amount won from gamblers after all payouts are made. Casino licensees are permitted to take a deduction for casino, Internet, and sports wagering promotional gaming credits, in excess of 90 million annually, (all at a rate of 8%) for the purpose of calculating taxable gross revenue.

The responsibility for administering these taxes and fees resides with the Division of Gaming Enforcement, Division of Taxation, and the Casino Control Commission.

- Gross Revenue Tax includes audit assessments, penalties, interest, and other adjustments.
- Casino Parking Fee: Casinos remit a fee of \$3.00 per day for each occupied casino parking space. In FY 19, \$0.50 of the parking fee revenue was allocated to the CRF and \$2.50 was allocated to the Casino Reinvestment Development Authority (CRDA) for statutorily restricted projects and the benefit of Atlantic City.
- Casino Room Fee: Casinos remit \$3.00 per day for each occupied hotel room. In FY 19, \$1.00 was allocated to the CRDA and \$2.00 was allocated to the CRF with a portion used to fund debt service on hotel expansion bonds.
- Multi-Casino Progressive Slot Tax: An 8 percent tax on casino service industry enterprise multi-casino progressive slot revenue.
- Expired Obligations: Casinos remit a percentage of each expired gaming obligation and a percentage of each unclaimed sports pool wager.
- Forfeited Winnings: Winnings of underage gamblers or excluded persons are subject to forfeiture. Forfeitures under \$100,000 are split equally between CRF and compulsive gambling programs. For forfeitures over \$100,000, compulsive gambling programs receive \$50,000 and the balance is allocated to the CRF.
- Fines: The first \$600,000 in penalties collected each fiscal year is paid to the General Fund for compulsive gambling programs and any remainder is allocated to the CRF.





Source of data: DGE Casino Revenue Fund Taxes and Fees Source Report (as of 05/21/20).

CASINO CONTROL COMMISSION 2019 ANNUAL REPORT

# INDEPENDENT AUDITOR'S REPORT

70 CASINO CONTROL COMMISSION 2019 ANNUAL REPORT



Fiscal Year 2019 The State of New Jersey

# Comprehensive Annual Financial Report

Philip D. Murphy, Governor Sheila Y. Oliver, Lt. Governor

Is available at:

https://www.nj.gov/treasury/omb/publications/19cafr/ NJCAFR2019%20Complete.pdf



Tennessee Avenue and Boardwalk Atlantic City, NJ 08401 609-441-3422 <u>www.njccc.gov</u> Phil Murphy Governor

Sheila Oliver Lt. Governor



New Jersey Casino Control Commission

James T. Plousis Chairman

Alisa Beth Cooper Vice Chair

Sharon Anne Harrington Commissioner

If you or anyone you know has a gambling problem, call 1-800-GAMBLER 24/7 confidential help line