



Quarterly Report Q1 2024

June 6, 2024

Massachusetts Gaming Commission

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BOSTON HARBOR
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Gaming Revenue, Taxes & Lottery Sales

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Gaming Revenue & Taxes: Q1 2024

Year	Month	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2024	January	\$28,067,706.18	\$32,881,524.87	\$60,949,231.05	\$15,237,307.76
	February	29,591,317.19	34,813,949.42	64,405,266.61	16,101,316.65
	March	34,144,169.85	36,273,416.54	70,417,586.39	17,604,396.60
	Total	\$91,803,193.22	\$103,968,890.63	\$195,772,084.05	\$48,943,021.01

Gaming Revenue & Taxes: Year-Over-Year

Year	Quarter	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2023	Q1	\$87,548,447.43	\$103,225,625.66	\$190,774,073.09	\$47,693,518.27
	Q2	86,482,473.05	105,539,308.38	192,021,781.43	48,005,445.37
	Q3	78,245,849.05	104,171,489.84	182,417,338.89	45,604,334.73
	Q4	85,668,257.66	103,956,403.95	189,624,661.61	47,406,165.41
	Total	\$337,945,027.19	\$416,892,827.83	\$754,837,855.02	\$188,709,463.78
2024	Q1	\$91,803,193.22	\$103,968,890.63	\$195,772,084.05	\$48,943,021.01
	Total	\$91,803,193.22	\$103,968,890.63	\$195,772,084.05	\$48,943,021.01

Sports Wagering Revenue & Taxes: Q1 2024

Year	Month	Monthly Win	State Retail Taxes Collected
2024	January	\$709,780	\$104,168
	February	235,487	33,436
	March	271,559	38,594
	Total	\$1,216,827	\$176,199

Lottery Sales: Q1 2024*

Year	Month	Lottery Sales	% Change 2023
2024	January	\$510,538.00	101.3%
	February	\$403,824.00	20.2%
	March	\$671,388.25	37.9%
	Total	\$1,585,745.25	47.3%

*The periods for which relevant sales are reported are based upon week-end totals, and may not correspond precisely to calendar month periods.

Lottery Sales: Year-Over-Year

Year	Quarter	Lottery Sales	% Change from Previous Year
2023	Q1	\$1,076,576.75	31.5%
	Q2	\$1,467,402.50	77.0%
	Q3	\$1,515,403.00	72.4%
	Q4	\$1,461,016.50	31.4%
	Total		\$5,520,398.75
2024	Q1	\$1,585,745.25	47.3%

Workforce

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Workforce Composition

Sector	Goal	Q1% ¹	Q1 Total # of Employees	Q2% ²	Q2 Total # of Employees	Q3% ³	Q3 Total # of Employees	Q4% ⁴	Q4 Total # of Employees
Minority	40%	73%	2,128						
Veteran	3%	2%	73						
Women	50%	45%	1,569						
Local/Host/Surrounding Community Resident ⁵	75%	88%	3,089						
MA Residents	-	92%	3,193						
Total Number of Employees⁶			3,482						
Full-time			2,424						
Part-time			1,058						
On-call			0						

- 1 All Q1 figures are as of April 1, 2024. The total number of employees that did not specify their minority status during Q1 was [x].
- 2 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.
- 3 Please note that an employee may fall into more than one sector (e.g., minority and local) and, as such, totals may not be reflective of the sum of previous columns.

Workforce Composition

Sector	Goal	Q1% ¹	Q1 Total # of Employees	Q2% ²	Q2 Total # of Employees	Q3% ³	Q3 Total # of Employees	Q4% ⁴	Q4 Total # of Employees
Minority	40%	73%	2,128						

Percentages in the minority sector for each chart are based upon the total number of employees for the relevant quarter, minus the number of employees that did not specify their minority status as designed in the footnote that corresponds to each quarter. For example, for Q1, the minority percentage was calculated by subtracting 572 from 3,482 (the total number of employees) which equals 2,910. 2,128 (the number of employees who identify as a minority), is 73% of 2,910.

Workforce Composition

Employees Supervisory and Above

	Minority	Women	Veteran	Total Head Count (including non-minority employees)	Total Number of Employees that Did Not Specify Minority Status
ALL EMPLOYEES					
Number of Employees	2,128	1,569	73	3,843	572
% Actual	73%	45%	2%	-	-
MANAGER AND ABOVE					
Number of Employees	76	82	11	197	10
% Actual	40%	42%	6%	-	-
SUPERVISORS AND ABOVE					
Number of Employees	287	224	21	551	51
% Actual	58%	41%	4%	-	-

Operating Spend

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Operating Spend¹: Diversity

Diversity Category	Annual Goal	Q1%	Q1 Spend
MBE Vendor Spend	8%	12%	\$2,554,774.66
VBE Vendor Spend	3%	1%	\$113,290.99
WBE Vendor Spend	14%	17%	\$3,572,192.25
Total Diverse Spend	25%	30%	\$6,240,257.90

1 All spend figures referenced herein are based upon Encore Boston Harbor's Q4 discretionary spend amount of \$21,700,703.08.

Operating Spend¹: Diversity (Year-Over-Year)

Quarter	2023	2024
1	\$6,974,604.38	\$6,240,257.90
2	\$4,654,156.01	
3	\$6,074,914.37	
4	\$3,627,876.19	
Total	\$21,331,550.95	

Operating Spend: Local

Locality	Annual Goal	Q1%	Q1 Spend
Boston	\$20,000,000.00	14%	\$ 3,133,796.96
Chelsea	\$2,500,000.00	2%	\$ 395,440.67
Everett	\$10,000,000.00	12%	\$ 2,563,582.16
Malden	\$10,000,000.00	1%	\$ 140,221.59
Medford	\$10,000,000.00	1%	\$ 197,129.81
Somerville	\$10,000,000.00	5%	\$ 1,019,712.19
MA (Statewide)	-	59%	\$ 12,357,812.76

Operating Spend: Local* (Year-Over-Year)

Quarter	2023	2024
1	\$9,138,681.43	\$7,449,883.38
2	\$6,017,752.41	
3	\$6,476,399.45	
4	\$6,077,857.15	
Total	\$27,710,690.44	

*The local spend figures provided in this chart exclude the total spend for MA which is addressed in the next slide.

Operating Spend: MA (Year-Over-Year)

Quarter	2023	2024
1	\$14,966,259.45	#12,357,812,75
2	\$11,152,075.94	
3	\$11,378,899.59	
4	\$13,036,485.95	
Total	\$50,533,720.93	

Compliance

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Compliance: Minors¹ Prevented from Gaming²

Month	Minors Intercepted on Gaming Floor and Prevented from Gaming	Minors Intercepted Gaming	Minors Intercepted at Slot Machines	Minors Intercepted at Table Games	Minors Intercepted Consuming Alcohol	Number of IDs NOT Checked that Resulted in Minor on Gaming Floor	Number of Fake IDs Provided by Minors that Resulted in Minor on Gaming Floor	Numbers of Minors on Gaming Floor Under 18 Years of Age
January	2	0	0	0	0	2	0	1
February	1	0	0	0	1	0	1	0
March	6	0	0	0	1	4	1	1
Total	9	0	0	0	2	6	2	2

1 A “minor” is defined as a person under 21 years of age, provided however, that the last column of the above specifically refers to persons under 18 years of age.

2 Please note that no minors were intercepted from or found to be engaged in any sports wagering during Q1.

- The average length of time spent by a minor on the casino floor was 8 minutes.
- The longest length of time spent by a minor on the casino floor was 2 hours, 50 minutes.
- The shortest length of time spent by a minor on the casino floor was 2 minutes.



Human Resources Initiatives

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Martin Luther King Jr. Day



Martin Luther King Jr. Day

SCAN THE QR CODE OR VISIT THE LINK TO WATCH WYNN'S
2024 MARTIN LUTHER KING JR. DAY PODCAST VIDEO



In The Moment Program




In the Moment Launch Party

THURSDAY, JANUARY 4
HEART OF HOUSE
 9- 11 a.m. | 1-3 p.m. | 5-7 p.m.

FEATURING:
 Assorted donuts and two specialty drinks:
 Caramel Cold Brew and Iced Mocha Cold Brew, topped with Sweet Cold Foam

In the Moment

QUARTER 1 - SERVICE-DRIVEN

Earn an In the Moment card when you demonstrate our Actions:

- Be kind and friendly.
- Smile and maintain eye contact.
- Deliver service quickly and anticipate guest needs.
- Say "thank you"
- Keep our property surgically clean.
- Provide a return greeting and use the guest's name.



How to participate

EARN CHANCES TO WIN FOR QUARTER 1

- 1 Receive your In the Moment card and make sure your information is correct
- 2 Drop your In the Moment card in the drop boxes
- 3 Earn extra chances to win entries into our In the Moment prize drawing by submitting a WE Story on The WIRE

THE FIRST PRIZE DRAWING AND QUARTERLY CELEBRATION IS ON FRIDAY APRIL 5

A raffle will be held outside of Le Staff Cafe with great prizes such as cash, Visa gift cards, a Chromebook, Rare or Spa certificates, and more!



GameSense Champion Awards



JEANNY LEE
REPRESENTATIVE, WYNN
REWARDS
QUARTER 4 2023

GameSense

ENCORE BOSTON HARBOR'S GAMESENSE CHAMPION AWARDS

The quarterly GameSense Champion Awards acknowledge casino staff who have successfully incorporated responsible gaming into their daily roles. These awardees are personally recognized by Commissioner Judd-Stein and shared with the casino.

Jeanny Lee consistently delivers exceptional customer service in responsible gaming. Her dedication shines through from assisting patrons with PlayMyWay to providing information and guiding them to GameSense for Self-Exclusion support.



ANDREA SIMPSON
DEALER, TABLE GAMES
QUARTER 4 2023

GameSense

ENCORE BOSTON HARBOR'S GAMESENSE CHAMPION AWARDS

The quarterly GameSense Champion Awards acknowledge casino staff who have successfully incorporated responsible gaming into their daily roles. These awardees are personally recognized by Commissioner Judd-Stein and shared with the casino.

Andrea, a valuable member of the Encore opening team, has ascended as a standout performer. With a wealth of experience and exceptional customer service skills, she adeptly educates patrons on responsible gaming. Andrea's proficiency extends to all aspects of problem gambling, guiding guests seamlessly and sharing valuable knowledge to ensure patrons are well-prepared for their visits to GameSense.

Service and Sales Training



In January 2024, Kate Buhler came to work the Front Desk, On Deck and Rare teams on luxury service expectations, sales, verbiage and providing guests with exceptional customer service

All Teams Meeting



Compliance Campaign – Personal Relationships²⁶

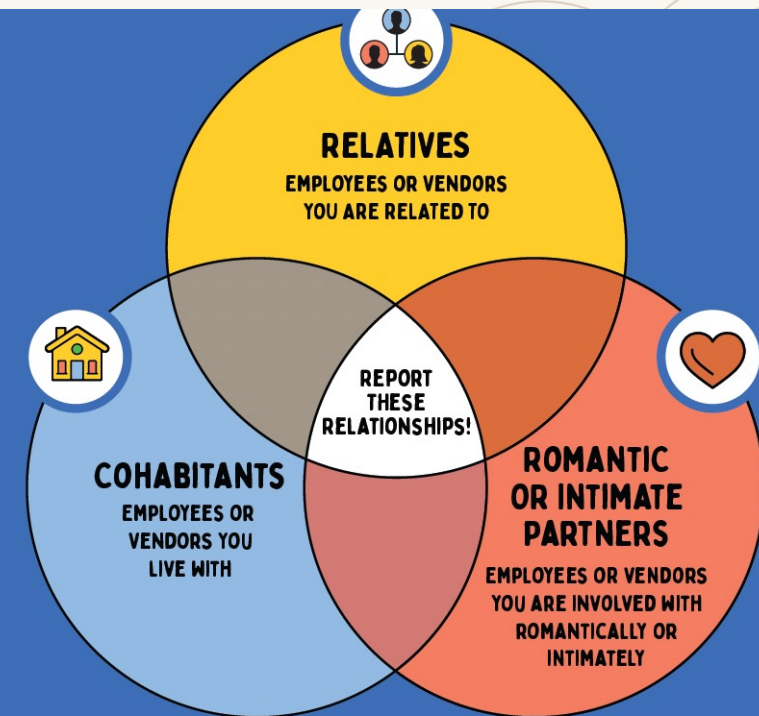
DO YOU HAVE A RELATIONSHIP TO REPORT?

If you have a personal relationship with another employee or vendor, you are required to submit a Personal Relationship Affirmation form.

- Vendors are any third-party that does business with the company.
- Relatives include an employee's spouse, parent, step-parent, sibling, step-sibling, child, stepchild, in-laws, aunts, uncles, cousins, grandchildren, grandparents, step-grandparents and grandparents of a spouse.



SCAN THE QR CODE TO VIEW THE PERSONAL RELATIONSHIP AFFIRMATION FORM.



Black History Month



Employee Appreciation Day




Star of the Year Announcement and Stars Reception




Problem Gaming Awareness Month

**March is
PROBLEM GAMBLING
AWARENESS MONTH.**




**Educate yourself and
others about healthy
gaming habits.**

GameSense invites you to test your responsible gaming and problem gambling knowledge each week for a chance to win a \$50 Amazon gift card! Also visit the GameSense table outside Le Staff Cafe to receive additional resources to keep current on healthy gaming habits.




**Complete the quiz to be eligible
to win a \$50 Amazon gift card!**

New quiz every Friday with 4 chances to win during the month!




Your individual quiz answers will remain anonymous to Encore Boston Harbor. Winners will be randomly selected regardless of the number of questions they answered right or wrong.

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GameSense

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Diversity and Inclusion Leadership Training



Women's History Month





Promotions, Marketing, Special Events and Volunteerism Update

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Q4 Employee Volunteer Efforts



- ❖ Employees volunteered almost 1,000 hours
- ❖ Meal packing events at Bread of Life, Food for Free, Greater Boston Food Bank, and The Pine Street Inn
- ❖ Valentine's Day Bake Sale generated \$4,110 for the Boston Celtics Shamrock Foundation
- ❖ Nearly 1,000 pairs of socks were donated to The Pine Street Inn

Volunteer Appreciation Breakfast



Q1* TRU Patron Charitable Contributions

Charitable Organization	Dollar Amount	Number of Tickets
Animal Rescue League of Boston	\$13,601.58	60,149
Big Sister Association of Greater Boston, Inc.	\$6,296.94	42,717
New England Center and Home for Homeless Veterans	\$10,747.74	53,130
South Cove Manor at Quincy Point Rehab Center	\$5,523.01	40,023
Total	\$36,169.27	196,019

*Contributions are from January 1, 2023 through March 31, 2023.



Questions?