



Regional teamwork builds big success

RYAN CREATES CASINO CUSTOMER SATISFACTION

In 1998, Ryan built the Lady Luck Hotel (now named Isle of Capri Bettendorf) in Bettendorf, Iowa. Impressed by Ryan's performance on that project, Isle of Capri Casinos, Inc. sought to partner with Ryan again on three new projects: Waterloo, Bettendorf and Rhythm City. The Isle of Capri projects mark one of Ryan's most in-depth collaborations among regional offices.

Isle of Capri owns and operates 15 casinos throughout the country. Their wide geographical range of projects and future projects made Ryan a natural fit. With offices throughout the Midwest, Ryan offered not only the capabilities, but the local staff and relationships to facilitate each project with efficiency and expediency.

Executing multiple projects with varied

locations requires carefully coordinated communication and organization. From Ryan's Chicago office, Jeff Smith, President; Bob Goodpaster, Chief Operations Officer; and Bob Wehner, Senior Project Manager, developed a unique team approach to manage the Isle of Capri projects.

"By focusing on our customer's need for a single point of contact and local resources," explained Goodpaster, "we were able to leverage the depth of resources we have in Chicago, Davenport and Cedar Rapids to deliver great customer service."

Nancy Donovan, Regional Vice President for Isle of Capri, agreed. "The entire experience has been tremendous," said Donovan. "Ryan's project leaders have deployed their best resources from each regional office where our projects are located. It's been a huge benefit to have the regional offices at work in each location, and

the leadership out of the Chicago office has been fantastic as well. The effort has been seamless."

On October 2, 2005, Ryan broke ground on Isle of Capri's new Waterloo, Iowa casino, a \$67-million design-build project that includes associated restaurants and entertainment space and a 194-room hotel. Construction also recently began on a second Bettendorf project. Ryan is designing and constructing an additional level on the existing Bettendorf casino's parking ramp as well as a new 258-room hotel.

The third project, "Rhythm City" in Davenport, Iowa utilizes Ryan's capabilities on a wider scope, including total development negotiations with the city of Davenport, as well as extensive Corps of Engineer permitting for a flood control system. Ryan is currently taking the project through regulatory approvals and anticipates breaking ground in May 2006.

