





# INTEROFFICE MEMO

*Gary Grief, Executive Director*

*Alfonso D. Royal III, Charitable Bingo Operations Director*

**To:** J Winston Krause, Chairman, Texas Lottery Commission  
Carmen Arrieta-Candelaria, Commissioner, Texas Lottery Commission  
Peggy Heeg, Commissioner, Texas Lottery  
Commission Doug Lowe, Commissioner,  
Texas Lottery Commission Robert Rivera,  
Commissioner, Texas Lottery Commission

**From:** Alfonso D. Royal III, Charitable Bingo Operations Director, Texas Lottery Commission

**Date:** October 4, 2016

**Re:** Charitable Bingo Operations Division Output Metrics - September 2016

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	970	23
Lessor	259	81
Distributor	13	0
Manufacturer	20	0
BingoPlayingLoca	363	0

## Licensing

Number of renewal applications received	50
Number of worker registry applications received	210
Number of original licenses issued	8
Number of renewal licenses issued	90
Number of worker registry badges issued	293
Average Bingo License (Temporary) Processing Time (Days)	3.35
Average Bingo License (Amendments) Processing Time (Days)	4.98
Average Bingo License (Originals) Processing Time (Days)	31.25
Average Bingo License (Renewals) Processing Time (Days)	12.07

**Accounting**

Number of quarterly reports processed	115	
Total payments received	71	\$5,007.82
Received by mail	57	\$4,161.01
Electronic Payment through Bingo Services Portal	14	\$846.81

**Audit Services**

Number of audits and game inspections completed	25
Number of audits completed	22
Number of game inspections completed	3
Number of complaints received	16
Number of complaint investigations completed	10

**Account Ledger Reconciliation Project**

As of August 31, 2016, the project is complete. All active accounts are reconciled and balanced.

**Compliance**

Number of administrative actions	
Applications Denied	1
Settlement Agreements	1
Agreed Orders	0
Total administrative penalties received	\$6,600.00
Worker Registry Activity	
Applications Denied	1
Workers Removed	1

**Education**

Number of individuals receiving education	42
On-line	42
On-site	0

**Pull-Tabs**

<b><u>Artwork</u></b>		<b><u>Deals</u></b>	
Submitted	48	Submitted	42
Approved	38	Approved	42
Pending Action	6	Pending Action	0
Denied	0	Denied	0
Withdrawn	4	Withdrawn	0
Avg. Review Time	4.21 (Days)	Avg. Review Time	2.98 (Days)



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Robert Rivera, Commissioner, Texas Lottery Commission

**From:** Alfonso D. Royal III, Charitable Bingo Operations Director, Texas Lottery Commission

**Date:** November 7, 2016

**Re:** Charitable Bingo Operations Division Output Metrics - October 2016

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	970	23
Lessor	259	82
Distributor	12	0
Manufacturer	20	0
BingoPlayingLoca	361	0

## Licensing

Number of renewal applications received	59
Number of worker registry applications received	227
Number of original licenses issued	4
Number of renewal licenses issued	95
Number of worker registry badges issued	263
Average Bingo License (Temporary) Processing Time (Days)	3.94
Average Bingo License (Amendments) Processing Time (Days)	2.47
Average Bingo License (Originals) Processing Time (Days)	66.25
Average Bingo License (Renewals) Processing Time (Days)	13.99

**Accounting**

Number of quarterly reports processed	975	
Total payments received	546	\$6,893,787
Received by mail	361	\$2,466,423
Electronic Payment through Bingo Services Portal	185	\$4,427,363

**Audit Services**

Number of audits and game inspections completed	20
Number of audits completed	8
Number of game inspections completed	12
Number of complaints received	15
Number of complaint investigations completed	14

**Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	3
Agreed Orders	0
Total administrative penalties received	\$12,350
Worker Registry Activity	
Applications Denied	9
Workers Removed	0

**Education**

Number of individuals receiving education	41
On-line	41
On-site	0

**Pull-Tabs**

ARTWORK		DEALS	
Submitted	39	Submitted	31
Approved	25	Approved	25
Pending Actions	20	Pending Actions	6
Denied	0	Denied	0
Withdrawn	0	Withdrawn	0
Avg. Review Time	4.48 (days)	Avg. Review Time	2.08 (days)