





# INTEROFFICE MEMO

Gary Grief, Executive Director      Michael P. Farrell, Charitable Bingo Operations Director

**To:** J. Winston Krause, Chairman, Texas Lottery Commission  
Mark Franz, Commissioner, Texas Lottery Commission  
Robert Rivera, Commissioner, Texas Lottery Commission

**From:** Michael P. Farrell, Charitable Bingo Operations Division Director, Texas Lottery Commission

**Date:** May 21, 2019

**Re:** Charitable Bingo Operations Division Output Metrics - April 2019

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	973	8
Lessor	245	75
Distributor	11	0
Manufacturer	19	0
BingoPlayingLocations	339	0

## Licensing

Number of renewal applications received	66
Number of worker registry applications received	471
Number of original licenses issued	7
Number of renewal licenses issued	58
Number of worker registry badges issued	453
Average Bingo License (Temporary) Processing Time (Days)	3.84
Average Bingo License (Amendments) Processing Time (Days)	5
Average Bingo License (Originals) Processing Time (Days)	57.43
Average Bingo License (Renewals) Processing Time (Days)	25.79

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## Accounting

Number of quarterly reports processed	920	
Total payments received	480	\$8,191,779.30
Received by mail	213	\$1,854,534.97
Electronic Payment through Bingo Services Portal	267	\$6,337,244.33

## **Audit Services**

Number of audits and game inspections completed	6
Number of audits completed	4
Number of game inspections completed	2
Number of complaints received	13
Number of complaint investigations completed	17

## **Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$4,800.00
Worker Registry Activity	
Applications Denied	0
Workers Removed	1

## **Education**

Number of individuals receiving education	64
On-line	64
On-site	0



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**Date:** May 21, 2019

**Re:** Charitable Bingo Operations Division Output Metrics - March 2019

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	970	8
Lessor	244	75
Distributor	11	0
Manufacturer	19	0
BingoPlayingLocations	339	0

## Licensing

Number of original applications received	4
Number of renewal applications received	66
Number of worker registry applications received	403
Number of original licenses issued	1
Number of renewal licenses issued	86
Number of worker registry badges issued	425
Average Bingo License (Temporary) Processing Time (Days)	1.97
Average Bingo License (Amendments) Processing Time (Days)	4.26
Average Bingo License (Originals) Processing Time (Days)	102
Average Bingo License (Renewals) Processing Time (Days)	21.36

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## Accounting

Number of quarterly reports processed	82	
Total payments received	38	\$9,162.20
Received by mail	33	\$5,291.91
Electronic Payment through Bingo Services Portal	5	\$3,870.29

## **Audit Services**

Number of audits and game inspections completed	11
Number of audits completed	3
Number of game inspections completed	8
Number of complaints received	13
Number of complaint investigations completed	9

## **Compliance**

Number of administrative actions	
Applications Denied	1
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	null
Worker Registry Activity	
Applications Denied	7
Workers Removed	0

## **Education**

Number of individuals receiving education	62
On-line	62
On-site	0