



INTEROFFICE MEMO

Gary Grief, Executive Director LaDonna Castañuela, Charitable Bingo Operations Director

To: Robert G. Rivera, Chairman
Cindy Fields, Commissioner
Mark A. Franz, Commissioner
Erik C. Saenz, Commissioner
Jamey Steen, Commissioner

From: LaDonna Castañuela, Charitable Bingo Operations Division Director

Date: Thursday, December 16, 2021

Re: **Item IX** Report by the Charitable Bingo Operations Director and possible discussion and/or action on the Charitable Bingo Operations Division's activities, including licensing, accounting and audit activities, reports, and special projects.

The following two reports are associated with this tab:

1. CBOD October 2021 Output Metrics;
2. CBOD November 2021 Output Metrics.

Additional information may be provided at the commission meeting.



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Gary Grief, Executive Director

LaDonna Castañuela, Charitable Bingo Operations Director

To: Robert Rivera, Chairman, Texas Lottery Commission
Cindy Fields, Commissioner, Texas Lottery Commission
Mark Franz, Commissioner, Texas Lottery Commission
Erik Saenz, Commissioner, Texas Lottery Commission
Jamey Steen, Commissioner, Texas Lottery Commission

Date: November 30, 2021

Re: Charitable Bingo Operations Division Output Metrics - October 2021

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	949	31
Lessor	228	69
Distributor	9	0
Manufacturer	17	0
BingoPlayingLocations	316	0

Licensing

Number of original applications received	1
Number of renewal applications received	52
Number of worker registry applications received	210
Number of original licenses issued	3
Number of renewal licenses issued	65
Number of worker registry badges issued	188
Average Bingo License (Temporary) Processing Time (Days)	1.8
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Originals) Processing Time (Days)	53.33
Average Bingo License (Renewals) Processing Time (Days)	29.11

Accounting

Number of quarterly reports processed	925	
Total payments received	367	\$4,025,512.50
Received by mail	95	\$640,307.53
Electronic Payment through Bingo Services Portal	272	\$3,385,204.97

Audit Services

Number of audits and game inspections completed	6
Number of audits completed	6
Number of game inspections completed	0
Number of complaints received	8
Number of complaint investigations completed	31

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	null
Worker Registry Activity	
Applications Denied	2
Workers Removed	0

Education

Number of individuals receiving education	49
On-line	49
On-site	0



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Date: November 30, 2021

Re: Charitable Bingo Operations Division Output Metrics - November 2021

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	953	31
Lessor	228	69
Distributor	9	0
Manufacturer	18	0
BingoPlayingLocations	316	0

Licensing

Number of renewal applications received	15
Number of worker registry applications received	159
Number of original licenses issued	6
Number of renewal licenses issued	71
Number of worker registry badges issued	198
Average Bingo License (Temporary) Processing Time (Days)	1.38
Average Bingo License (Amendments) Processing Time (Days)	3
Average Bingo License (Originals) Processing Time (Days)	60
Average Bingo License (Renewals) Processing Time (Days)	25.09

Accounting

Number of quarterly reports processed	226	
Total payments received	54	\$126,693.92
Received by mail	42	\$93,312.54
Electronic Payment through Bingo Services Portal	12	\$33,381.38

Audit Services

Number of audits and game inspections completed	1
Number of audits completed	1
Number of game inspections completed	0
Number of complaints received	7
Number of complaint investigations completed	11

Compliance

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

Education

Number of individuals receiving education	55
On-line	55
On-site	0