





## 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

A handwritten signature in cursive script, appearing to read "LaDonna Castañuela", is written over the "From:" line.

**Date:** Monday, December 12, 2022

**Re:** Item XI. 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 2022 Output Metrics; and
2. CBOD November 1, 2022 thru November 21, 2022 Output Metrics.

Additional information may be provided at the commission meeting.



# INTEROFFICE MEMO

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 21, 2022

**Re:** Charitable Bingo Operations Division Output Metrics - October 2022

## **Licensee Information**

| <b><u>License Type</u></b> | <b><u>Active</u></b> | <b><u>Administrative Hold</u></b> |
|----------------------------|----------------------|-----------------------------------|
| Conductor                  | 935                  | 37                                |
| Lessor                     | 227                  | 68                                |
| Distributor                | 10                   | 0                                 |
| Manufacturer               | 19                   | 0                                 |
| BingoPlayingLocations      | 307                  | 0                                 |

## **Licensing**

|   |       |
|---|-------|
| Number of renewal applications received                   | 39    |
| Number of worker registry applications received           | 256   |
| Number of original licenses issued                        | 1     |
| Number of renewal licenses issued                         | 86    |
| Number of worker registry badges issued                   | 256   |
| Average Bingo License (Temporary) Processing Time (Days)  | 2.05  |
| Average Bingo License (Amendments) Processing Time (Days) | 6     |
| Average Bingo License (Originals) Processing Time (Days)  | 268   |
| Average Bingo License (Renewals) Processing Time (Days)   | 35.06 |

## **Accounting**

|  |     |                |
|--|-----|----------------|
| Total payments received                          | 399 | \$3,955,445.26 |
| Electronic Payment through Bingo Services Portal | 301 | \$3,357,557.75 |
| Received by mail                                 | 98  | \$597,887.51   |
| Number of quarterly reports processed            | 953 |                |

## **Audit Services**

|   |    |
|---|----|
| Number of audits and game inspections completed | 12 |
| Number of audits completed                      | 6  |
| Number of game inspections completed            | 6  |
| Number of complaints received                   | 8  |
| Number of complaint investigations completed    | 14 |

## **Compliance**

|   |          |
|---|----------|
| Number of administrative actions        |          |
| Applications Denied                     | 0        |
| Settlement Agreements                   | 0        |
| Agreed Orders                           | 0        |
| Total administrative penalties received | \$300.00 |
| Worker Registry Activity                |          |
| Applications Denied                     | 3        |
| Workers Removed                         | 5        |

## **Education**

|   |    |
|---|----|
| Number of individuals receiving education | 47 |
| On-line                                   | 47 |
| On-site                                   | 0  |



# INTEROFFICE MEMO

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 21, 2022

**Re:** Charitable Bingo Operations Division Output Metrics - November 2022

## Licensee Information

| <u>License Type</u>   | <u>Active</u> | <u>Administrative Hold</u> |
|-----------------------|---------------|----------------------------|
| Conductor             | 937           | 37                         |
| Lessor                | 227           | 68                         |
| Distributor           | 10            | 0                          |
| Manufacturer          | 19            | 0                          |
| BingoPlayingLocations | 307           | 0                          |

## Licensing

|   |       |
|---|-------|
| Number of renewal applications received                   | 14    |
| Number of worker registry applications received           | 122   |
| Number of original licenses issued                        | 3     |
| Number of renewal licenses issued                         | 40    |
| Number of worker registry badges issued                   | 158   |
| Average Bingo License (Temporary) Processing Time (Days)  | 5     |
| Average Bingo License (Amendments) Processing Time (Days) | 4.44  |
| Average Bingo License (Originals) Processing Time (Days)  | 68    |
| Average Bingo License (Renewals) Processing Time (Days)   | 33.93 |

## Accounting

|  |     |             |
|--|-----|-------------|
| Total payments received                          | 44  | \$69,051.48 |
| Electronic Payment through Bingo Services Portal | 15  | \$28,626.82 |
| Received by mail                                 | 29  | \$40,424.66 |
| Number of quarterly reports processed            | 109 |             |

## **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                   | 5  |
| Number of complaint investigations completed    | 5  |

## **Compliance**

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

## **Education**

|   |    |
|---|----|
| Number of individuals receiving education | 30 |
| On-line                                   | 30 |
| On-site                                   | 0  |