



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 dark ink, appearing to read "LaDonna Castañuela", is written over the "From:" line.

Date: Thursday, April 13, 2023

Re: Item X. 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 February 2023, Output Metrics; and
2. CBOD March 1, 2023 thru March 29, 2023, 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: March 29, 2023

Re: Charitable Bingo Operations Division Output Metrics - February 2023

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	935	29
Lessor	226	70
Distributor	11	0
Manufacturer	18	0
BingoPlayingLocations	301	0

Licensing

Number of renewal applications received	42
Number of worker registry applications received	223
Number of original licenses issued	3
Number of renewal licenses issued	32
Number of worker registry badges issued	197
Average Bingo License (Temporary) Processing Time (Days)	2.47
Average Bingo License (Amendments) Processing Time (Days)	5.12
Average Bingo License (Originals) Processing Time (Days)	84
Average Bingo License (Renewals) Processing Time (Days)	18.66

Accounting

Total payments received	51	\$194,585.47
Electronic Payment through Bingo Services Portal	10	\$14,682.26
Received by mail	41	\$179,903.21
Number of quarterly reports processed	164	

Audit Services

Number of audits and game inspections completed	19
Number of audits completed	6
Number of game inspections completed	13
Number of complaints received	11
Number of complaint investigations completed	24

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$7,050.00
Worker Registry Activity	
Applications Denied	0
Workers Removed	0

Education

Number of individuals receiving education	58
On-line	58
On-site	0



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Jamey Steen, Commissioner, Texas Lottery Commission

Date: March 29, 2023

Re: Charitable Bingo Operations Division Output Metrics - March 2023

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	936	29
Lessor	226	70
Distributor	11	0
Manufacturer	18	0
BingoPlayingLocations	302	0

Licensing

Number of renewal applications received	31
Number of worker registry applications received	167
Number of original licenses issued	4
Number of renewal licenses issued	64
Number of worker registry badges issued	219
Average Bingo License (Temporary) Processing Time (Days)	2.97
Average Bingo License (Amendments) Processing Time (Days)	2.94
Average Bingo License (Originals) Processing Time (Days)	87.5
Average Bingo License (Renewals) Processing Time (Days)	10.88

Accounting

Total payments received	18	\$9,550.07
Electronic Payment through Bingo Services Portal	2	\$3,226.36
Received by mail	16	\$6,323.71
Number of quarterly reports processed	123	

Audit Services

Number of audits and game inspections completed	13
Number of audits completed	3
Number of game inspections completed	10
Number of complaints received	11
Number of complaint investigations completed	8

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$2,300.00
Worker Registry Activity	
Applications Denied	4
Workers Removed	0

Education

Number of individuals receiving education	73
On-line	73
On-site	0