





## 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

*LaDonna Castañuela*

8/1/2023

**Date:** Thursday, August 17, 2023

**Re:** Item XII. 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 June 2023 Output Metrics; and
2. CBOD July 2023 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:** July 31, 2023

**Re:** Charitable Bingo Operations Division Output Metrics - June 2023

A handwritten signature in black ink, reading "LaDonna Castañuela".

8/1/2023

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	918	32
Lessor	228	66
Distributor	10	0
Manufacturer	19	0
BingoPlayingLocations	299	0

## Licensing

Number of original applications received	1
Number of renewal applications received	59
Number of worker registry applications received	262
Number of original licenses issued	7
Number of renewal licenses issued	78
Number of worker registry badges issued	274
Average Bingo License (Temporary) Processing Time (Days)	3.47
Average Bingo License (Amendments) Processing Time (Days)	1.65
Average Bingo License (Originals) Processing Time (Days)	79
Average Bingo License (Renewals) Processing Time (Days)	20.79

## Accounting

Total payments received	20	\$42,245.79
Electronic Payment through Bingo Services Portal	13	\$404.32
Received by mail	7	\$41,841.47
Number of quarterly reports processed	156	

## **Audit Services**

Number of audits and game inspections completed	34
Number of audits completed	10
Number of game inspections completed	24
Number of complaints received	12
Number of complaint investigations completed	11

## **Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	null
Worker Registry Activity	
Applications Denied	4
Workers Removed	0

## **Education**

Number of individuals receiving education	50
On-line	50
On-site	0



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Gary Grief, Executive Director

LaDonna Castañuela, Charitable Bingo Operations Director

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

*LaDonna Castañuela*  
8/1/2023

**Date:** August 01, 2023

**Re:** Charitable Bingo Operations Division Output Metrics - July 2023

## Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	923	32
Lessor	231	66
Distributor	11	0
Manufacturer	18	0
BingoPlayingLocations	301	0

## Licensing

Number of original applications received	2
Number of renewal applications received	29
Number of worker registry applications received	165
Number of original licenses issued	5
Number of renewal licenses issued	51
Number of worker registry badges issued	177
Average Bingo License (Temporary) Processing Time (Days)	2
Average Bingo License (Amendments) Processing Time (Days)	4
Average Bingo License (Originals) Processing Time (Days)	68.75
Average Bingo License (Renewals) Processing Time (Days)	57.84

## Accounting

Total payments received	398	\$3,852,604.36
Electronic Payment through Bingo Services Portal	304	\$3,347,853.86
Received by mail	94	\$504,750.50
Number of quarterly reports processed	903	

## **Audit Services**

Number of audits and game inspections completed	33
Number of audits completed	22
Number of game inspections completed	11
Number of complaints received	18
Number of complaint investigations completed	24

## **Compliance**

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$6,400.00
Worker Registry Activity	
Applications Denied	0
Workers Removed	0

## **Education**

Number of individuals receiving education	65
On-line	65
On-site	0