



INTEROFFICE MEMO

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

To: Robert G. Rivera, Chairman
Cindy Fields, Commissioner
Mark A. Franz, Commissioner
Clark E. Smith, Commissioner
Jamey Steen, Commissioner

From: LaDonna Castañuela, Charitable Bingo Operations Division Director

A handwritten signature in cursive script, reading "LaDonna Castañuela".

Date: Thursday, December 14, 2023

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 2023 Output Metrics; and
2. CBOD November 1, 2023, thru November 27, 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
Clark E. Smith, Commissioner, Texas Lottery Commission
Jamey Steen, Commissioner, Texas Lottery Commission

Date: November 28, 2023

Re: Charitable Bingo Operations Division Output Metrics – October 2023

A handwritten signature in black ink, appearing to read "LaDonna Castañuela".

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	912	32
Lessor	227	68
Distributor	10	0
Manufacturer	18	0
BingoPlayingLocations	298	0

Licensing

Number of original applications received	2
Number of renewal applications received	59
Number of worker registry applications received	239
Number of renewal licenses issued	74
Number of worker registry badges issued	233
Average Bingo License (Temporary) Processing Time (Days)	2.4
Average Bingo License (Amendments) Processing Time (Days)	5
Average Bingo License (Renewals) Processing Time (Days)	17.88

Accounting

Total payments received	406	\$3,967,392.08
Electronic Payment through Bingo Services Portal	316	\$3,390,411.11
Received by mail	90	\$576,980.97
Number of quarterly reports processed	943	

Audit Services

Number of audits and game inspections completed	25
Number of audits completed	10
Number of game inspections completed	15
Number of complaints received	9
Number of complaint investigations completed	8

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$100.00
Worker Registry Activity	
Applications Denied	1
Workers Removed	2

Education

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



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Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	912	32
Lessor	228	68
Distributor	10	0
Manufacturer	18	0
BingoPlayingLocations	298	0

Licensing

Number of renewal applications received	16
Number of worker registry applications received	124
Number of original licenses issued	2
Number of renewal licenses issued	39
Number of worker registry badges issued	149
Average Bingo License (Temporary) Processing Time (Days)	1.47
Average Bingo License (Amendments) Processing Time (Days)	3
Average Bingo License (Originals) Processing Time (Days)	12.5
Average Bingo License (Renewals) Processing Time (Days)	8.67

Accounting

Total payments received	24	\$45,032.96
Electronic Payment through Bingo Services Portal	10	\$24,140.29
Received by mail	14	\$20,892.67
Number of quarterly reports processed	129	

Audit Services

Number of audits and game inspections completed	31
Number of audits completed	25
Number of game inspections completed	6
Number of complaints received	8
Number of complaint investigations completed	6

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$350.00
Worker Registry Activity	
Applications Denied	0
Workers Removed	0

Education

Number of individuals receiving education	32
On-line	32
On-site	0