



INTEROFFICE MEMO

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 *LDC*

Date: Thursday, April 18, 2024

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 February 2024, Output Metrics; and
2. CBOD March 2024, Output Metrics

Additional information may be provided at the commission meeting.



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To: Robert G. Rivera, Chairman, Texas Lottery Commission
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From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission

LDC

Date: April 01, 2024

Re: Charitable Bingo Operations Division Output Metrics - February 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	898	38
Lessor	224	66
Distributor	11	0
Manufacturer	19	0
BingoPlayingLocations	295	0

Licensing

Number of original applications received	1
Number of renewal applications received	42
Number of worker registry applications received	238
Number of original licenses issued	2
Number of renewal licenses issued	51
Number of worker registry badges issued	223
Average Bingo License (Temporary) Processing Time (Days)	2.12
Average Bingo License (Amendments) Processing Time (Days)	3
Average Bingo License (Originals) Processing Time (Days)	57
Average Bingo License (Renewals) Processing Time (Days)	14.64

Accounting

Total payments received	43	\$77,403.54
Electronic Payment through Bingo Services Portal	8	\$17,046.93
Received by mail	35	\$60,356.61
Number of quarterly reports processed	159	

Audit Services

Number of audits and game inspections completed	37	
Number of audits completed	23	
Number of game inspections completed	14	
Number of complaints received	7	
Number of complaint investigations completed	13	

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	1	
Workers Removed	0	

Education

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



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From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission *LDC*

Date: April 01, 2024

Re: Charitable Bingo Operations Division Output Metrics - March 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	900	38
Lessor	225	66
Distributor	11	0
Manufacturer	19	0
BingoPlayingLocations	296	0

Licensing

Number of renewal applications received	34
Number of worker registry applications received	203
Number of original licenses issued	4
Number of renewal licenses issued	49
Number of worker registry badges issued	242
Average Bingo License (Temporary) Processing Time (Days)	3.88
Average Bingo License (Amendments) Processing Time (Days)	4
Average Bingo License (Originals) Processing Time (Days)	80
Average Bingo License (Renewals) Processing Time (Days)	7.53

Accounting

Total payments received	21	\$70,743.92
Electronic Payment through Bingo Services Portal	5	\$9,808.28
Received by mail	16	\$60,935.64
Number of quarterly reports processed	129	

Audit Services

Number of audits and game inspections completed	10
Number of audits completed	2
Number of game inspections completed	8
Number of complaints received	14
Number of complaint investigations completed	15

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$3,450.00
Worker Registry Activity	
Applications Denied	4
Workers Removed	0

Education

Number of individuals receiving education	76
On-line	76
On-site	0