



INTEROFFICE MEMO

Ryan Mindell, 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 *LDC*

Date: Thursday, December 5, 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 documents are associated with this tab:

1. CBOD October 2024, Output Metrics; and
2. CBOD November 1, 2024, thru November 20, 2024, Output Metrics.

Additional information may be provided at the commission meeting.



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

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

LDC

Date: November 20, 2024

Re: Charitable Bingo Operations Division Output Metrics - October 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	883	28
Lessor	221	61
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	290	0

Licensing

Number of original applications received	1
Number of renewal applications received	41
Number of worker registry applications received	164
Number of original licenses issued	3
Number of renewal licenses issued	49
Number of worker registry badges issued	168
Average Bingo License (Temporary) Processing Time (Days)	2.69
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Originals) Processing Time (Days)	20.33
Average Bingo License (Renewals) Processing Time (Days)	14.02

Accounting

Total payments received	390	\$3,864,915.54
Electronic Payment through Bingo Services Portal	309	\$3,470,460.63
Received by mail	81	\$394,454.91
Number of quarterly reports processed	897	

Audit Services

Number of audits and game inspections completed	13
Number of audits completed	13
Number of game inspections completed	0
Number of complaints received	9
Number of complaint investigations completed	14

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$1,600.00
Worker Registry Activity	
Applications Denied	5
Workers Removed	3

Education

Number of individuals receiving education	56
On-line	56
On-site	0



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Jamey Steen, Commissioner, Texas Lottery Commission

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

LDC

Date: November 21, 2024

Re: Charitable Bingo Operations Division Output Metrics - November 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	883	28
Lessor	221	61
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	290	0

Licensing

Number of renewal applications received	10
Number of worker registry applications received	92
Number of renewal licenses issued	28
Number of worker registry badges issued	107
Average Bingo License (Temporary) Processing Time (Days)	1.92
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Renewals) Processing Time (Days)	12

Accounting

Total payments received	30	\$122,386.92
Electronic Payment through Bingo Services Portal	6	\$3,741.63
Received by mail	24	\$118,645.29
Number of quarterly reports processed	95	

Audit Services

Number of audits and game inspections completed	18
Number of audits completed	11
Number of game inspections completed	7
Number of complaints received	6
Number of complaint investigations completed	3

Compliance

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

Education

Number of individuals receiving education	38
On-line	38
On-site	0