III

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

From: William "Trace" Smith III, Chairman of the Bingo Advisory Committee

Date: Thursday, February 6, 2025

Re: Item III. Report by the Bingo Advisory Committee (BAC) Chairman; possible discussion and/or action on the BAC's activities, including updates on legislation, bingo rule proposal, and Bingo Service Portal Input Subcommittee.

The following documents are associated with this tab:

1. BAC Meeting Agenda for February 5, 2025, meeting; and

2. BSP Subcommittee *Usability Issues and Recommendations for the Bingo Service Portal (BSP) Report,* submitted to CBOD on January 3, 2025.

Additional information may be provided at the commission meeting.

LIVESTREAM. The Bingo Advisory Committee meeting may be viewed live online. Members of the public may access a livestream video of the meeting via the following **LINK**.

February 5, 2025
10:00 a.m.
Bingo Advisory Committee (BAC) Meeting
Texas Lottery Commission

Meeting Agenda

I.   Call to order.
         Pledge of Allegiance to the U.S. and Texas flags.

         Texas Pledge: "Honor the Texas flag; I pledge allegiance to thee, Texas, one state under God, one and indivisible."
II.   Roll call.
III.   Meeting minutes from December 4, 2024 meeting:
         A. Public comment.
         B. Approval.
IV.   Rule review update:
         A. Public comment.
         B. Approval.
V.   Sunset update:
         A. Public comment.
         B. Discussion.
VI.   2025 Legislative update:
         A. Public comment.
         B. Discussion.
VII.   Bingo Services Portal Input Subcommittee:
         A. Subcommittee Report (Dr. Pennie/Victor Kuykendoll).
         B. Discussion.
         C. Approval.
VIII.   Old business:
         A. Public comment.
         B. Discussion.
IX.   New business:
         A. Public comment.
         B. Discussion.
X.   Set date for next meeting.
XI.   Adjournment.

Meeting location:

1801 Congress Ave.
George H. W. Bush Building
4th Floor, Board Room 4.300
Austin, TX 78701

Usability Issues and Recommendations for the Bingo Service Portal (BSP)

Prepared for: Bingo Advisory Committee Director – LaDonna Castañuela

Submitted by: BSP Review Sub-Committee – Dr. Tre Pennie, Melodye Green, Victor Kuykendoll, Sharon Ives

Report Due Date: January 10, 2025

Submission Date: January 3, 2025

I. Executive Summary:

This report outlines key usability challenges identified in the Bingo Service Portal (BSP) and presents targeted recommendations to address these issues. Enhancing the portal's functionality and user experience aims to boost efficiency, minimize errors, and support improved compliance. The findings and recommendations are based on feedback collected through public surveys, interviews, and responses from active Bingo operators.

II. Identified Usability Issues:

1. Lack of Document Review Access

   • Description: Users cannot print or review their submissions for the Lottery, temporaries, amendments, or renewals after submission.

   • Impact: Users have no way to confirm submission details, leading to confusion and increased errors during follow-ups.

2. Fragmented Report Forms

   • Description: Reports are divided into multiple forms that must be individually retrieved, increasing the likelihood of missing required forms.

   • Impact: Hinders efficiency and increases the risk of incomplete submissions.

3. Limited Online Payment Options

   • Description: Renewals for commercial lessors cannot be paid online and must be mailed to Austin, incurring delays and costs.

   • Impact: Causes inefficiency, increased costs for users, and potential delays in processing.

4. System Freezes and Loss of Data

• Description: The system frequently freezes, causing users to lose entered information, especially when attempting to return to the home page.

• Impact: Frustrates users and forces them to repeat tasks, wasting time and effort.

5. Redundant Forms

• Description: The Form ID 70 and Schedule RR in the Commercial Lessor's report contain identical information.

• Impact: Creates unnecessary duplication of work for users and administrators.

6. Excessive Search Requirements

• Description: Searching for an organization's report requires detailed information (Unit ID, Tax Number, County, City), making it difficult for users to locate records.

• Impact: Limits accessibility for the general public and creates barriers to retrieving information.

7. Inadequate Navigation

• Description: The back button logs users out of the system, causing data loss and forcing them to start over.

• Impact: Frustrates users and disrupts workflow.

8. Lack of Document/Form Guidance

• Description: The system provides no specific instructions on what forms or documents must be completed by conductors.

• Impact: Increases user confusion and likelihood of incomplete submissions.

9. Inefficient Form Filling Process

• Description: Users must input data into random fields, and the forms are populated only after completing the process.

• Impact: Complicates the form-filling process and increases the risk of errors.

10. Insufficient Bandwidth

• Description: The system experiences significant buffering issues, long loading times, and frequent user logouts.

• Impact: Severely impacts user experience and hinders productivity.

11. Absence of Autosave Functionality

• Description: The system does not save progress, causing users to lose information if the session ends prematurely.

• Impact: Results in wasted time and rework for users.

12. Lack of Video Tutorials

• Description: The system lacks video tutorials or visual aids to guide users through processes.

• Impact: New users face steep learning curves, leading to more mistakes and support inquiries.

13. User-Unfriendly Language and Acronyms

• Description: The system uses technical terms and acronyms unfamiliar to laypersons.

• Impact: Increases confusion and reliance on support for first-time users.

14. Data Privacy and Access for Advisory Committee Review

• Currently, there is no mirror backend system that allows BAC members to review entries without accessing users' private information. This limitation restricts the ability of advisory committee members to effectively monitor and address issues as they arise.

15. Redundant Report Tab

• Description: The report tab in the portal duplicates reports accessible through the CBOD website.

• Impact: Creates added work for agency staff and increases risk of data entry loss.

16. Inadequate Staffing for BSP Maintenance

• Description: BSP development and maintenance rely on one IT staff member with other duties.

• Impact: Limits the ability to address issues and implement improvements effectively.

17. Lack of Automation and Integration

• Description: Reporting requirements and applications are not fully automated or integrated with the agency's primary system (BOSS).

• Impact: Increases reliance on manual processes and limits efficiency.

18. Lack of Multilingual Support

• Description: The portal does not support multiple languages, such as Spanish.

• Impact: Creates barriers for non-English-speaking users.

19. Incomplete list of individuals on the organization's site under Temporary

• Description: When there are several individuals listed, you can't always see individuals at the bottom on the list

• Impact: Creates frustration because the user doesn't have a complete list of the individuals

20. Mobile-view Errors

• Description: When accessing the BSP system on a mobile device and attempting to view the quarterly report, only one out of the three pages are displayed. Additionally, navigating back causes the system to freeze, requiring you to log out and log back in to regain functionality.

• Impact:

- Reduced Accessibility: Users cannot access the full quarterly report on their mobile devices, limiting their ability to review important information conveniently.

- Frustration and Inefficiency: The need to log out and log back in after the system freezes disrupts the workflow, leading to frustration and wasted time.
- Decreased Productivity: Users spend additional time troubleshooting or using alternative devices, which detracts from their primary tasks.
- Potential Missed Deadlines: Critical information in the missing pages may not be reviewed in time, potentially affecting decision-making or compliance.
- Negative Perception: Repeated issues like this could harm user trust and satisfaction with the BSP system.

III. Recommendations

1. Enable Document Review and Printing

   • Allow users to view, print, and download submitted documents for reference.

2. Consolidate Report Forms

   • Present reports as a single, comprehensive document to minimize omissions.

3. Implement Online Payment for Renewals

   • Enable online payment for renewal fees to streamline the process and reduce mailing costs.

4. Address System Stability

   • Improve the system's stability to prevent freezing and data loss, especially during navigation.

5. Eliminate Redundant Forms

   • Remove Schedule RR and consolidate its data with Form ID 70.

6. Simplify Search Criteria

   • Enable report searches by organization name in addition to other fields. (Exhibit A)

7. Improve Navigation Functionality

   • Ensure the back button allows users to return to the previous page without logging out or losing data.

8. Provide Detailed Guidance on Forms

   • Include specific instructions on required forms and documents for each type of submission.

9. Streamline Form Filling

   • Allow users to fill out forms directly, rather than using random fields that populate forms at the end.

10. Increase Bandwidth and System Capacity

    • Upgrade server capacity to address buffering issues and ensure seamless user sessions.

11. Implement Autosave Functionality

    • Introduce an autosave feature to prevent data loss during sessions.

12. Develop Step-by-Step Tutorials

   • Create video tutorials for all key functions, hosted directly on the BSP platform.

13. Simplify Language and Provide Glossaries

   • Revise the interface to use plain language and provide a glossary for technical terms and acronyms.

14. Implement a Mirror Backend System

   • Provide BAC members with access to review entries while safeguarding users' private information.

15. Remove Redundant Report Tab

   • Eliminate the report tab in the portal to avoid duplication and simplify navigation.

16. Explore Contracting Services for BSP Maintenance

   • Recommend the agency hire an external vendor or dedicate additional staff to maintain and improve the BSP.

17. Automate and Integrate Systems

   • Fully automate reporting requirements and integrate BSP with the agency's primary system (BOSS).

18. Add Multilingual Support

   • Ensure the portal is web-based, mobile-friendly, and supports multiple languages, including Spanish.

19. Reduce Reliance on Paper Forms

   • Deprioritize paper form submissions to encourage digital use and optimize resource allocation.

20. Ensure Fee Neutrality

   • Direct collected fees solely to industry needs, improvements, and BSP maintenance to benefit stakeholders.

21. Problems with Mobile-View

   • The Mobile View needs to be adjusted to ensure that portions of the forms are not cut off. (See Exhibit A). Currently, the information in the right-side box is cut in half, making it difficult to view critical details. [For example, when attempting to check the date a temporary was placed, the date is obscured. Pressing other data information headlines further results in the right half of the information being cut off, impacting usability.]

IV. Conclusion

Addressing these usability issues is critical to improving the efficiency, accessibility, and overall satisfaction of BSP users. Implementing these recommendations will ensure a more user-friendly system, reduce errors, and increase compliance.

V. Appendices

• User feedback examples and screenshots (Exhibit A)

• BSP History and current user-design (Exhibit B)

• Planned implementation and recommendations. (Exhibit C)

Exhibit: A

Example: 1

Example: 2

Charitable Bingo Operations Division
Bingo Lessor's Quarterly Report

FORMID 70

Return Type: Original

YOU MUST FILE REPORT EVEN IF NO TAX IS DUE. FAILURE TO TIMELY FILE THIS REPORT MAY RESULT IN AN ADMINISTRATIVE PENALTY UP TO $300

Lessor License Number	Lessor Name		Lessor Taxpayer Number	Quarter
490	Win Place Show Bingo Inc		17523116642	20242
Location Name and Address			Unit Name (If Applicable)	
Jackpot Bingo, 1023 Explorer St Ste A/B, Duncanville, TX 75137-3084			Jackpot Unit Trust	

WHO MUST SUBMIT THIS FORM:
Every lessor licensed to lease bingo premises in Texas must file a Bingo Lessor's Quarterly Report. **This form may be filed online through the Bingo Service Portal: http://bsc.txbingo.org**
GENERAL INFORMATION:
• Use black or blue ink only.
• Use whole dollars only.
• **Reports must be filed for every quarter even if no rental income was received. Failure to timely report may result in an administrative penalty up to $300.**
• Reports must be filed on or before the twenty-fifth day of the month following each calendar quarter.
• If filing a "zero report" enter "zeros" in all applicable fields.
• Use the cash accounting method to complete this report.
• A separate form must be submitted for each location held by the lessor.
• The total amount of rent received from payees during the period (e) below should match the amount reported on Line 1a.
Submit completed form to:
USPS Delivery: Texas Lottery Commission, Charitable Bingo Operations Division, PO Box 16630, Austin, TX 78761-6630
Courier Delivery: Texas Lottery Commission, Charitable Bingo Operations Division, 1801 N. Congress Ave., Austin, TX 78701
Fax: 1-512-344-5142 Email: bingo.services@lottery.state.tx.us Phone: 1-800-246-4677

RENT SUMMARY

1a. **Total Lump sum rent income (Whole Dollars)**	79,800
2a. Property Taxes, Utility Expenses and Insurance Premiums Collected from Organizations (Whole Dollars Only)	0
3a. Property Taxes, Utility Expenses and Insurance Premiums Paid by Lessor (Whole Dollars	0

RENT RECEIPT DETAIL   Payee is conductor or conductor/lessor, not unit. List licensed authorized organizations only.

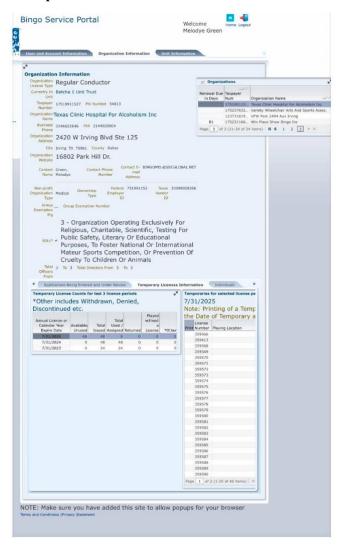|	(a) Payee License Number	(b) Payee Taxpayer Number	(c) Payee Name	(d) Number of Bingo Occasions Paid	(e) Rent Received from Payee During Reporting Period
1.	253678	18229179108	Deck The Door	13	7800
2.	222333	14627505416	Diamond Wishes Childrens Charity	39	23400
3.	228894	15217388519	Jewish War Veterans Department Of Texas	39	23400
4.	2945	17525573634	Skyeward Bound Ranch	42	25200

Charitable Bingo Operations Division

BSP - On-Line Entry

Schedule RR - Rent Receipts Details

License		Taxpayer Number		Filing Period		Quarter
490		17523116642		2024		2

Lessor Name and Mailing Address	Location Name and Address
Win Place Show Bingo Inc	Jackpot Bingo
2420 W Irving Blvd Ste 125	1023 Explorer St Ste A/B
Irving, TX 75061-4273	Duncanville, TX 75137-3084

	(a) Payee License Number	(b) Payee Taxpayer Number	(c) Payee Name	(d) Number of Bingo Occasions Paid	(e) Rent Received from Payee During Reporting Period
1.	253678	18229179108	Deck The Door	13	7800
2.	222333	14627505416	Diamond Wishes Childrens Charity	39	23400
3.	228894	15217388519	Jewish War Veterans Department Of Texas	39	23400
4.	2945	17525573634	Skyeward Bound Ranch	42	25200
5.	2636	17519911527	Texas Clinic Hospital For Alcoholism Inc	0	0
			Totals	133	79800

Example: 3

Bingo Service Portal

Welcome
Melodye Green

Home Logout

User and Account Information | Organization Information | Unit Information

Organization Information

Organization License Type Regular Conductor
Currently In Unit Betcha 1 Unit Trust
Taxpayer Number 17519911527 Pin Number 54813
Organization Name Texas Clinic Hospital For Alcoholism Inc
Business Phone 2146622646 FAX 2144920904
Organization Address 2420 W Irving Blvd Ste 125
City Irving TX 75061 County Dallas
Organization Website 16802 Park Hill Dr.
Contact Name Green, Melodye Contact Phone Number Contact E-mail Address BINGOMEL@SBCGLOBAL.NET

Non-profit Organization Type Medical Ownership Type Federal Employer ID 751991152 Texas Vendor ID 30009008266
Group Exemption Flg Group Exemption Number

501c? ✓ 3 - Organization Operating Exclusively For Religious, Charitable, Scientific, Testing For Public Safety, Literary Or Educational Purposes, To Foster National Or International Mateur Sports Competition, Or Prevention Of Cruelty To Children Or Animals

Total Officers From 3 To 3 Total Directors From 3 To 3

Applications Being Entered and Under Review | Temporary Licenses Information | Individuals

Temporary License Counts for last 3 license periods

Other includes Withdrawn, Denied, Discontinued etc.

Annual License or Calendar Year Expire Date	Available/ Unused	Total Issued	Total Used / Assigned	Returned	Played without a License	*Other
7/31/2025	48	48	0	0	0	0
7/31/2024	0	48	48	0	0	0
7/31/2023	0	24	24	0	0	0

Temporaries for selected license pe

7/31/2025

Note: Printing of a Temp the Date of Temporary a

Print	License Number	Playing Location
	359566	
	359613	
	359568	
	359569	
	359570	
	359571	
	359572	
	359573	
	359574	
	359575	
	359576	
	359577	
	359578	
	359579	
	359580	
	359581	
	359582	
	359583	
	359584	
	359585	
	359586	
	359587	
	359588	
	359589	
	359590	

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Organizations

Renewal Due in Days	Taxpayer Num	Organization Name
	175199115...	Texas Clinic Hospital For Alcoholism Inc
	175237632...	Variety Wheelchair Arts And Sports Assoc.
	123731819...	VFW Post 2494 Aux Irving
B1	175231166...	Win Place Show Bingo Inc

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NOTE: Make sure you have added this site to allow popups for your browser

Terms and Conditions |Privacy Statement

Exhibit B

Bingo Service Portal (BSP)

History

Current BSP was released in May/June 2015 and was a replacement for an older BSP-like system that was not frequently used. IT added the ability for Conductors and Lessors to file selected forms on-line based on what the Bingo Director decided was the most common. Quarterly Reports, Temporary Licenses, License applications and amendments were also made and added to the current BSP system. The goal at the time was to move to the current technology (JDeveloper) that the Lottery was using at the time. According to developers who worked on the conversion, the older BSP was antiquated, difficult to work with, and may have contributed to the lack of usage of the application.

List of Forms on BSP:

Form ID #	Form Name
011	Conductor License Amendment
019	Application for Temporary Bingo Occasions for Non-Licensed Organization
020	Original Application for Temporary Bingo Occasions for Non-Licensed Organization
050	Conductor Renewal
018	FORMID 18 Notification of Dates & Times for Approved Temporary-On-Demand Bingo Occasions
068	Bingo Quarterly Report
129	Charitable Distributions Details for Conductor and Unit Member
070	Bingo Lessor's Quarterly Report
100	Rent Receipts Detail
109	Bingo Manufacturer/Distributor Quarterly Report
069	Bingo Quarterly Report for Unit
130	Charitable Distributions Details for Accounting Unit
046	Application for Registry of Bingo Workers
047	Renewal for Bingo Worker Registry
048	Notice to Change to Worker Registry

List of Forms Requiring Paper Filing

Form ID #	Form Name
001	Application for an Original License to Conduct Bingo
002	Add Individuals to a License to Conduct Bingo
003	Assignment of Security for a License to Conduct Bingo
004	Surety Bond for a License to Conduct Bingo
005	Authorization of Representation for Bingo Licenses
007	Eligible Organization License Application to Conduct Charitable Bingo
008	Notice to Remove Individual or Individual Positions
012	Abandonment or Lease Termination
013	Abandoned Bingo Premises Certification
014	Transfer of Funds to Bingo Account
021	Application for Commercial License to Lease Bingo Premises
022	Application to Transfer Ownership of a Commercial License to Lease Bingo Premises
023	Add Individuals to Commercial Lessor Licensee
024	Disclosure of Financial Interest for Commercial Lessor License

025   Purchaser's Statement of Conduct of Exempt Bingo Game
026   Lease Termination Notice
027   Change of Commercial Lessor at Existing Location
030   Commercial Lessor Source of Funds
033   Commercial Lessor Certification of Conductor Offer to Lease
034   Manufacturer/Distributor Delinquent Purchaser's Liability/Liability Paid Report
035   Application for License to Manufacture Bingo Supplies, Devices and Equipment
036   Manufacture or Distributor Licensing History
037   Surety Bond for Manufacturer
038   Manufacturer or Distributor Organizational Structure
039   Manufacturer or Distributor Notice of Agreement to Distribute
040   Individual Statement of Manufacturer or Distributor Certification
041   Application for a License to Distribute Bingo Supplies, Devices and Equipment
044   Application for a Temporary License to Conduct Charitable Bingo - Abandonment or
Lease Termination Conditions
049   Personalized Identification Card Request
051   Application to Renew a License to Lease Bingo Premises
052   Application to Renew Manufacturer Bingo Supplies, Devices and Equipment
053   Application to Renew a License to Distribute
055   Notification of Equipment Transfer for Initial Unit Joining
056   Request to Sell Bingo Cards/Paper
057   Request to Sell a Used Bingo Flash Board or Blower
058   Request for Administrative Hold
060   Change/Update Organization Notification Information
061   Notice of Surrender of Bingo License
062   Add Designated Member to Conductor License
063   Lessor License Amendment
064   Accounting Unit Notifications
065   Notice of Change to Accounting Unit
067   Authorization of Representation for Accounting Unit
072   Occasion Cash Report
073   Occasion Schedule Prizes
074   Daily Floor Sales by Usher
075   Daily Floor Sales by Usher (3 or Less)
076   Sales Journal
077   Cash Disbursements Journal
078   Lessor Receipts Journal
079   Perpetual Inventory -Disposable Bingo Card Sales
080   Surrendered Bingo Property (Disposable Bingo Card Single Sheets)
081   Surrendered Bingo Property (Disposable Bingo Card -UPS Pads)
082   Surrendered Bingo Property (Pull -Tab Bingo Cards)
083   Surrendered Bingo Property (Equipment)
084   Pull-Tab Perpetual Inventory and Purchase Log
085   Gift Certificate Log
086   Bingo Equipment Inspection Report (Pre-Occasion)
087   Bingo Occasion – Operator on Duty Log
090   Accounting Unit Member Listing for Bond/Security
098   Request for Informal Dispute Resolution Form
099   Notice of Promotional Bingo Game
110   Verification by Parent for Charitable Organization Conductor
119   Conductor Request for Waiver

Exhibit C

Planned Changes/Enhancements

- BSP is scheduled to start next year and will include:
    - .NET conversion (software technology update)
        - Will change the GUI/user interface and enhancements will be completed in .NET
        - Other changes/enhancements found during building process to be added
    - Addition of all paper forms and other necessary forms to BSP
    - Additional reports, changes, and enhancements post-launch during regular maintenance
    - Developer productivity will be greatly improved with conversion, providing faster changes and enhancements