



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, February 6, 2025

Re: Item XIII. 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 December 2024, Output Metrics; and
2. CBOD January 1, 2025, thru January 21, 2025, Output Metrics.

Additional information may be provided at the commission meeting.



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Ryan Mindell, Executive Director LaDonna Castañuela, Charitable Bingo Operations Director

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: January 21, 2025

Re: Charitable Bingo Operations Division Output Metrics - December 2024

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	870	33
Lessor	219	63
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	288	0

Licensing

Number of renewal applications received	49
Number of worker registry applications received	147
Number of renewal licenses issued	29
Number of worker registry badges issued	130
Average Bingo License (Temporary) Processing Time (Days)	1.49
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Renewals) Processing Time (Days)	3.89

Accounting

Total payments received	33	\$34,269.13
Electronic Payment through Bingo Services Portal	12	\$30,917.21
Received by mail	21	\$3,351.92
Number of quarterly reports processed	127	

Audit Services

Number of audits and game inspections completed	14
Number of audits completed	9
Number of game inspections completed	5
Number of complaints received	8
Number of complaint investigations completed	7

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	35
On-line	35
On-site	0



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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: January 22, 2025

Re: Charitable Bingo Operations Division Output Metrics - January 2025

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	870	33
Lessor	219	63
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	288	0

Licensing

Number of renewal applications received	15
Number of worker registry applications received	116
Number of renewal licenses issued	44
Number of worker registry badges issued	143
Average Bingo License (Temporary) Processing Time (Days)	2.77
Average Bingo License (Amendments) Processing Time (Days)	2
Average Bingo License (Renewals) Processing Time (Days)	8.72

Accounting

Total payments received	174	\$1,796,385.75
Electronic Payment through Bingo Services Portal	154	\$1,791,432.45
Received by mail	20	\$4,953.30
Number of quarterly reports processed	533	

Audit Services

Number of audits and game inspections completed	11
Number of audits completed	7
Number of game inspections completed	4
Number of complaints received	5
Number of complaint investigations completed	8

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	49
On-line	49
On-site	0