

Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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TO: Maryland Lottery and Gaming Commission
Gordon Medenica, Director

FROM: James Nielsen, Assistant Deputy Director/COO

DATE: November 12, 2019

SUBJECT: Report for the November 2019 Commission Meeting

GAMING

See attached report from James Logue, Managing Director

REGULATORY OVERSIGHT

See attached report from John Mooney, Managing Director

AGENT ADMINISTRATION

The following table presents retailer and terminal counts according to the Lottery's Agent Administration database.

Total Retailers				Total Retailer Terminals				XCAP Retailers			
Date	Count	Date	Count	Date	Count	Date	Count	Date	Count	Date	Count
Current				Current				Current			
10/31/18	4,369	10/31/19	4,383	10/31/18	5,697	10/31/19	6,395	10/31/18	351	10/31/19	373
Quarterly Comparisons				Quarterly Comparisons				Quarterly Comparisons			
12/31/17	4,485	12/31/18	4,346	12/31/17	5,444	12/31/18	5,710	12/31/17	363	12/31/18	344
03/31/18	4,454	03/31/19	4,384	03/31/18	5,375	03/31/19	5,842	03/31/18	372	03/31/19	362
06/30/18	4,446	06/30/19	4,385	06/30/18	5,205	06/30/19	6,131	06/30/18	361	06/30/19	362
09/30/18	4,361	09/30/19	4,379	09/30/18	5,677	09/30/19	6,347	09/30/18	356	09/30/19	377

CONTRACT MANAGEMENT

- There are 1,125 full-service self-serve terminals (PHDs) installed as of October 31.
- Draw-game-only self-service terminal (PEX) installations continued with 211 installed as of October 31.
- There are 44 of the new PHDL self-serve terminals installed.

- New Keno screens with seasonal themes continue to be developed, approved, and deployed.
- New gemOffice release testing began with a planned deployment in November.
- MS Technologies continues to work on eLicensing System requirements. MS Technologies is working on migrating over 4,000 historical vendors to the eLicensing test region for review prior to placing them into Production. December is the target date to no longer accept paper Vendor applications.
- MLGCA staff has scheduled a webinar for each of the casino’s vendor staff between November 12th – 15th. The webinar will explain and demonstrate the new eLicensing Vendor application process.
- The MLGCA eLicensing Non-Gaming Vendor Admin Reference Guide is in its final edit stage and once completed each casino will be provided with the 200 plus page document.
- MLGCA is completing the final draft of the MLGCA eLicensing Non-Gaming Vendor Applicant Reference Guide which when completed will be placed on MLGCA’s Licensing webpage for applicants reference.
- MLGCA staff is currently testing the Manufacturer, Tier 1 and Tier 2 applications. Staff has progressed from the application / applicant side to the MLGCA investigative side.

FACILITIES

- We are waiting for building management to provide a schedule for closing off the air dampers, repairing the loading dock and replacing the warehouse and agency lights with LED lighting.

WAREHOUSE

The instant ticket warehouse is responsible for packing all of the instant tickets that are shipped to lottery retailers. Orders are placed through the Tel Sell operation which is operated by our central system vendor. Once an order is placed, it is sent to the warehouse for fulfillment. Additionally, as each new instant game is launched, the majority of retailers receive an initial allocation of the new games to assure the tickets are available across the State. Fulfilled orders are shipped via UPS for next day delivery to retailer locations. In addition to filling the orders, the warehouse is responsible for monitoring UPS to ensure proper billing and timely delivery.

# of Orders	# of Packs	YTD Orders	YTD Packs
October 2019		7/1/19 – 10/31/19	
17,551	211,676	63,635	757,787