TO: Maryland Lottery and Gaming Commission
Gordon Medenica, Director

FROM: James Nielsen, Assistant Deputy Director/COO

DATE: May 19, 2020

SUBJECT: Report for the May 2020 Commission Meeting

GAMING

See separate report from James Logue, Managing Director

REGULATORY OVERSIGHT

See separate 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**			
04/30/19	4,390	04/30/20	4,359		04/30/19	5,972	04/30/20	6,447		04/30/19	364	04/30/20	371
Quarterly Comparisons					**Quarterly Comparisons**					**Quarterly Comparisons**			
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
12/31/18	4,346	12/31/19	4,375		12/31/18	5,710	12/31/19	6,453		12/31/18	344	12/31/19	379
03/31/19	4,384	03/31/20	4,364		03/31/19	5,842	03/31/20	6,453		03/31/19	362	03/31/20	373

CONTRACT MANAGEMENT

- There are 1,233 full-service (PHD and PHDL) and 217 draw game-only (PEX) self-service terminals installed as of April 30.
- Contract Management staff has been teleworking. Lottery system testing staff are updating scripts for use when they are again able to access the facility.

- Sorter system software upgrades and strengthening of the communications infrastructure continue.
- Self-serve (PHD and PEX) printer enhancements were deployed.
- New Point of Sale terminal release deployed.
- Remote testing began on a new gemEnterprise (Sales Force Automation) release.
- New Spring/Summer Keno screen under review.
- eLicensing system updates:
  - The Contractor Renewal is complete except for some formatting of the Final Report. MST will also modify the dashboard to display alert at 210 days instead of 150.
  - Work is also progressing on the Institutional Investor form.
  - MST is working on creating separate Bingo Hall Facility applications for large and small halls.

FACILITIES

- Facilities staff are limiting time on-site as much as possible while distributing mail and making required trips to Annapolis and the bank.
- We have been working closely with Purchasing to acquire Personal Protective Equipment for the staff working at the casinos and headquarters, and preparing for the return to worksites of more of the Agency's staff in the future.
- The agency wide Asset / Materials inventory remains 65% complete.

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. Warehouse staff are limiting time on-site as much as possible while packing daily instant ticket orders processed by TelSell. The Agency did not launch new games in April, and as a result, shipments for the month were significantly (26%) lower than the prior year.

# of Orders	# of Packs	YTD Orders	YTD Packs
April 2020		**7/1/19 – 04/30/20**	
13,290	150,782	152,669	1,878,132

INFORMATION TECHNOLOGY

- Finalized the statement of work and agreement with the vendor for our accounting software upgrade. The upgrade should begin within the next two weeks.
- Set up additional monitoring tools for the Agency's websites to be more proactive in identifying issues with availability.