

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: June 16, 2020

SUBJECT: Report for the June 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			
05/31/19	4,387	05/31/20	6,455	05/31/19	6,109	05/31/20	4,359	05/31/19	370	05/31/20	373
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 1,236 full-service (PHD and PHDL) and 218 draw game-only (PEX) self-service terminals installed as of May 31.
- Contract Management staff continues to telework. Lottery system testing staff are now able to test via video conferencing.
- Multiple software releases were deployed:

- Release 6.1 for clerk operated and self-serve terminals was deployed.
- A separate self-serve terminal release was deployed which included enhancements to the deposit shift report.
- Enhancements to the module for predictive ordering of scratch tickets were also deployed.
- Additional FastPlay games were tested and approved for launch on June 15.
- New Spring/Summer Keno screens approved for a June deployment.
- Sorter software upgrades were completed and hardware upgrades continue.
- eLicensing system updates:
 - The Contractor Renewal is complete except for some formatting of the Final Report. MST will also modify the dashboard to display alerts 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.
 - The 11+ Instant Bingo Facility license has been completed.
 - The Bingo Employee background investigation is underway with corrections requested.

FACILITIES

- Facilities staff continue to limit time on-site as much as possible while distributing mail and making required trips to Annapolis and the bank.
- Facilities staff continue to work on agency wide inventory.
- PPE has been distributed to Sales Dep’t and Casino Compliance staff.
- Working with the cleaning company to make sure areas meet CDC sanitary specifications.
- Installed extension walls around some cubicles in CRC and Communications to protect employees in high traffic areas.
- Removed seating in common areas (Breakrooms, CRC, VLT waiting area) in preparation for employees returning to the building.
- Installing Plexiglas protection on the receptionist counter and the CRC customer window.

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 when possible while packing daily instant ticket orders processed by TelSell and new game launches. We began preparing to handle returns of unused packs in June as the Sales Department begins returning to the field.

# of Orders	# of Packs	YTD Orders	YTD Packs
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May 2020		7/1/19 – 05/31/20	
16,046	199,078	168,715	2,077,210

INFORMATION TECHNOLOGY

- Working with the Creative Services department and SGI to make enhancements to the mdlottery.com website to increase performance.
- In the process of making changes and testing the way the agency shares data with the Maryland Department of Human Services; this is a part of their MD THINK project.
- Reviewed GKV's mobile application bid document and provided feedback on technical requirements.
- Assisted the Customer Resource Center in preparing to schedule appointments for claim processing.