

# Maryland Lottery and Gaming Control Agency

Wes Moore, Governor • John Martin, Director



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TO: Maryland Lottery and Gaming Commission  
John Martin, Director  
James Nielsen, Deputy Director/COO

FROM: Craig Lindsey, Managing Director of Administration

DATE: February 13, 2025

SUBJECT: Report for the February 2025 Commission Meeting

## **A. 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 (1)			
Date	Count	Date	Count	Date	Count	Date	Count	Date	Count	Date	Count
Current				Current				Current			
01/31/24	4,342	01/31/25	4,319	01/31/24	7,081	01/31/25	7,183	01/31/24	438	01/31/25	460
Quarterly Comparisons				Quarterly Comparisons				Quarterly Comparisons			
03/31/23	4,365	03/31/24	4,338	03/31/23	7,067	03/31/24	7,106	03/31/23	432	03/31/24	442
06/30/23	4,354	06/30/24	4,316	06/30/23	7,063	06/30/24	7,059	06/30/23	439	06/30/24	451
09/30/23	4,351	09/30/24	4,313	09/30/23	7,068	09/30/24	7,150	09/30/23	443	09/30/24	450
12/31/23	4,350	12/31/24	4,307	12/31/23	7,078	12/31/24	7,148	12/31/23	437	12/31/24	449

(1) Expanded Cashing Authority Program (XCAP) locations are authorized to cash prizes of up to \$5,000. W2Gs for these winners are subsequently printed and mailed by CRC staff.

## **B. CONTRACT MANAGEMENT**

- There are 1,984 full-service (PHD and PHDL) and 219 draw game-only (PEX) self-service terminals installed as of January 31, 2025.
- We continue working with Scientific Games on the April 2025 Mega Millions game changes. Software was delivered for testing in mid-January as scheduled.
- Testing is underway for enhanced Disaster Recovery features to minimize downtime during an incident. Planned implementation is scheduled this month.

## **C. FACILITIES**

- We launched a pilot program, along with Pollard and Scientific Games to partner with an alternative carrier to deliver a portion of our scratch ticket orders to retailers.

- Cross-training initiatives are ongoing with employees from the Instant Ticket and Support Services teams. They are being trained to back-up the Sales Warehouse operations which will lead to enhancing operational flexibility and efficiency.
- Progress is being made toward acquiring additional space to support the instant ticket warehouse and human resources operations and to accommodate the Agency's growth.
- Facilities continues to work with the Department of General Services (DGS) and building management on construction projects, renovations, and painting covered in our lease agreement. Painting commenced in January.

## **E. WAREHOUSE**

The instant ticket warehouse is responsible for packing all of the instant tickets 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 ensure the tickets are available across the State. Fulfilled orders are shipped via UPS and Falcon (pilot vendor) for next day delivery to retailer locations. In addition to filling the orders, the warehouse is responsible for monitoring both carriers to validate proper billing and timely delivery.

<b>Warehouse Orders – January 2025</b>			
<b># of Orders</b>	<b># of Packs</b>	<b>YTD Orders</b>	<b>YTD Packs</b>
16,325	164,287	126,135	1,424,690