

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: April 15, 2025

SUBJECT: Report for the April 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			
03/31/24	4,338	03/31/25	4,309	03/31/24	7,106	03/31/25	7,169	03/31/24	442	03/31/25	457
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 1,982 full-service (PHD and PHDL) and 224 draw game-only (PEX) self-service terminals installed as of March 31, 2025.
- The new \$5 Mega Millions game was successfully launched on the MUSL scheduled date of April 5, 2025 with a joint effort between the Lottery and Scientific Games.

C. FACILITIES

- The instant tickets delivery pilot program with an alternative carrier to deliver a portion of our scratch ticket orders to retailers continues to yield positive results.
- The warehouse currently has three vacancies of which recruitment is underway. The roles are for an Administrative Specialist II, Administrative Specialist II-Special Projects and Administrator II-Warehouse Supervisor.

- 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 2025, and continues.
- Surplus property disposals continue as Excess Property Declarations are approved by DGS.

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.

Warehouse Orders – March 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
15,464	188,312	155,374	1,762,106