

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: May 9, 2025

SUBJECT: Report for the May 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			
04/30/24	4,323	04/30/25	4,336	04/30/24	7,060	04/30/25	7,199	04/30/24	441	04/30/25	457
Quarterly Comparisons				Quarterly Comparisons				Quarterly Comparisons			
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
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 1,983 full-service (PHD and PHDL) and 227 draw game-only (PEX) self-service terminals installed as of April 30, 2025.
- A new and nostalgic, game show past-time, "Let's Make A Deal," \$5 Instant ticket was launched in April 2025.
- An updated firmware version for self-service machines was deployed on April 5, 2025 which enables the lottery to identify hardware issues the machine(s) may be experiencing.
- Preparation has commenced for a disaster recovery exercise to be conducted in May 2025.

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.
- Preparation is underway to complete the FY 2025 inventory count and Annual Inventory Reports by the submission deadline date of September 15, 2025.
- Progress continues to be 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.
- We have embraced the Governor's initiative and are diligently working to identify under-utilized agency state vehicles to be sold at auction; as well as under-utilized cell phones.

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 lottery 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 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 – April 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
16,302	184,978	171,676	1,947,084