

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

FROM: Craig Lindsey, Managing Director of Administration

DATE: June 11, 2025

SUBJECT: Report for the June 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			
05/31/24	4,324	05/31/25	4,285	05/31/24	7,086	05/31/25	7,135	05/31/24	446	05/31/25	466
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 1,973 full-service (PHD and PHDL) and 231 draw game-only (PEX) self-service terminals installed as of May 31, 2025.
- The requirements for a new raffle game are currently being reviewed.
- Five new Lucky 7 themed instant games launched (\$1, \$2, \$5, \$10, and \$20 price points) in the month.
- Successfully completed a Disaster Recovery exercise. The new technology will now enable us to conduct this exercise on a monthly basis.

C. FACILITIES

- The warehouse currently has two vacancies of which recruitment is underway. The roles are for an Administrative Specialist II-Special Projects and Administrator II-Warehouse Supervisor. Support Services has a single vacancy for an Administrative Officer I position.

- Preparation continues in order to complete the FY 2025 inventory count and Annual Inventory Reports by the submission deadline date of September 15, 2025.
- Facilities continues to work with the Department of General Services (DGS) and building management to acquire additional space to support the instant ticket warehouse and human resources operations and to accommodate the Agency's growth.
- Surplus property disposals continue as Excess Property Declarations are approved by DGS.
- We have embraced the Governor's initiative and have identified under-utilized agency state vehicles to be sold at auction, which has since been approved. The work to identify under-utilized cell phones continues.
- Administrative personnel attended training with a representative from the state's Treasurer's Office for Loss Prevention. Discussion points included the claims process, litigation insight, underwriting and worker's compensation.
- A new driver's welcome packet is being designed to equip all new and existing drivers with the essential tools, knowledge and resources needed to operate state vehicles, as well as to ensure continued compliance with safety standards.

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 – May 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
17,551	201,172	199,684	2,232,262

Note: The YTD figures have been slightly revised due to inadvertent omissions from prior months.