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: August 13, 2025

SUBJECT: Report for the August 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**			
07/31/24	4,305	07/31/25	4,288		07/31/24	7,133	07/31/25	7,161		07/31/24	451	07/31/25	463
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
06/30/24	4,316	06/30/25	4,275		06/30/24	7,059	06/30/25	7,128		06/30/24	451	06/30/25	461
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 1,977 full-service (PHD and PHDL) and 237 draw game-only (PEX) self-service terminals installed as of July 31, 2025.
- Testing of debit payments at the counter is underway for a planned August 2025 deployment.
- The requirements review for a new raffle game set to launch in November 2025 launch has been completed.
- Four Fast Play games launched July 7th ($1, $5, $10 and $30 price points).
- Five new instant games launched July 18th ($1, $5 (2), $10 and $20 price points).

C. FACILITIES

- 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.
- 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. Eleven vehicles are set to go to auction.
- The work to identify under-utilized cell phones continues.
- The Standard Operating Procedures for both the Instant Ticket Warehouse and the Point of Sale (POS) Warehouse are being updated.

D. 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 – June 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
17,968	192,461	217,652	2,424,723

Warehouse Orders – July 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
19,387	205,654	19,387	205,654