

Maryland Lottery and Gaming Control Agency



Wes Moore, Governor • John Martin, Director

Montgomery Park Business Center
1800 Washington Blvd., Ste. 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users use Maryland Relay
www.mdlottery.com

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

FROM: Craig Lindsey, Managing Director of Administration

DATE: September 15, 2025

SUBJECT: Report for the September 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			
08/31/24	4,311	08/31/25	4,286	08/31/24	7,151	08/31/25	7,179	08/31/24	451	08/31/25	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 1,986 full-service (PHD and PHDL) and 241 draw game-only (PEX) self-service terminals installed as of August 31, 2025.
- A successful debit transaction pilot test in the production environment was conducted during the Maryland State Fair.
- Software development began for a new Raffle game set to launch in November 2025.
- One new Fast Play game launched August 22nd (\$5 price point).
- Four new instant games launched August 22nd (\$2, \$5, \$10 (2) 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.
- The Government’s Modernization Initiative (GMI) on shipping practices was rolled out across the Agency, with the exceptions being documented. Monitoring will continue to ensure compliance with the Governor’s directive.

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 – August 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
17,989	194,484	37,376	400,138