

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: October 10, 2025

SUBJECT: Report for the October 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			
09/30/24	4,313	09/30/25	4,281	09/30/24	7,150	09/30/25	7,163	09/30/24	450	09/30/25	462
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 1,978 full-service (PHD and PHDL) and 241 draw game-only (PEX) self-service terminals installed as of September 30, 2025.
- There was deployment of debit transaction software to a limited number of retailers. A release to additional retailers to follow.
- Software development continued for a new Raffle game with testing to commence early October 2025 for a November 2025 launch.
- Two new Fast Play games launched September 8th (\$3 and \$20 price points).
- Four new instant games launched September 8th (\$5 (2), \$10 and \$30 price points).

C. FACILITIES

- The FY 2025 inventory count and Annual Inventory Reports were completed and submitted by the due date of September 15, 2025.
- The FY 2025 Internal Revenue Service (IRS) Vehicle Fringe Benefit Program report is due to DBM by choice of either November 18, 2025 or November 20, 2025.
- The State of Maryland Annual Fleet Meeting will be held in Crownsville, Maryland on November 18, 2025 and November 20, 2025. The purpose of the meeting is to discuss all aspects of fleet management and update all Fleet Managers and Coordinators on the processes, procedures and responsibilities of managing agency vehicles; as well as, answer any questions regarding fleet management policies.
- 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.
- DGS rolled out the Government Modernization Initiative (GMI) for landline phones verification and termination. The Agency's GMI team have reviewed and identified all existing phone lines.
- 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 and are processing them to be sold at auction.
- The work to identify under-utilized cell phones continues.
- The Government Modernization Initiative (GMI) for Shipping Practices is in place for the agency and exceptions have been documented, and monitoring will continue to ensure compliance with the Governor's directives.

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 – September 2025			
# of Orders	# of Packs	YTD Orders	YTD Packs
18,580	201,183	55,956	601,321